TODAY’S LECTURE PLAN - WHAT TO EXPECT IN THE NE
1 HOUR!
□□□□□□□ - □□□□□ 1 □□□□□□□□□□

SECTION (□□)	DESCRIPTION (□□)
WARM-UP (□□)	Understanding the Context of Business English, Its Necessity & the Lecture Roadmap □□□□□□□□□□□□□□□□□□□□
CORE LESSON (□□□□)	Basic Business Greetings & Introduction Using FORD, 5Ws & SOFTEN Techniques □□ FORD, 5Ws □ SOFTEN □□□□□□□□□□□□
GROUP ACTIVITY (□□□ □)	Do Some Fun Activity to Practice the Phrases & Vocabularies of the Core Lesson □□□□□□□□□□□□□□□□□□□□□□
EXERCISE DRILL (□□□ □)	Answer 25 Quick Questions to Make Sure the Concepts are Understood □□ 25 □□□□□□□□□□□□□□
CONCLUDE (□□)	Assign Homework and Discuss What to Expect in the Next Lesson

DIFFERENCE BETWEEN BUSINESS ENGLISH VS GENERAL ENGLISH

BUSINESS ENGLISH VS GENERAL ENGLISH

General English	Business English
Hi! / Hey! / How are you doing?	Good morning/afternoon. / How are you today? / It's nice to meet you.
Okay. / Sure. / No problem.	Certainly. / Of course. / I'd be happy to help with that.
There's a problem. / Something went wrong.	We are experiencing an issue. / There seems to be a slight difficulty.
Bye! / See you later!	Thank you for your time. / Have a good day. / Sincerely, (in emails)
Get	Receive
Want	Would like
Need	Require
Tell	Inform

AN HONEST MOTIVATION TO SET IN YOUR BRAIN!

BOOST CAREER GROWTH
PROFESSIONAL COMPANY IMAGE

Suppose you work in a company where you frequently need to communicate in English. In that case, learning Business English can benefit not only your career but also the professional image of the company itself.

□□□□□□□□□□□□□□

THE MOST IMPORTANT ASPECTS OF BUSINESS ENGLIS
□□□□□□□□□□□

□□□□□□□□□□□

I believe the starting point of our learning journey should be **'How to Introduce Oneself Properly.'** In this lecture, we will explore three effective techniques—**FORD, 5Ws, and SOFTEN**—that will help you easily prepare your **'Elevator Pitch,'** which you can use in n.

INTRODUCING YOU!

ELEVATOR PITCH

- FORD
- 5Ws
- SOFTEN

VERBAL

NON-VERBAL

F (Family) | □□

Hometown, cultural background, or family-related facts (keep it brief).
□□□□□□□□□□□□□□□

O (Occupation) □□

Job title, company name, and 1-2 key responsibilities.
□□□□□□□□ 1-2 □□□□□□

R (Recreation) □□

Hobbies or interests that show soft skills (teamwork, discipline, creativity).
□□□□□□□□□□□□□□□□□□□□

D (Dreams) | □□

Short-term/long-term career goals or aspirations aligned with your field.
□□□□□□□□/□□□□□□□□

In a business self-introduction using FORD, you can mention your hometown (F), job role and company (O), team-oriented hobbies (R), and career aspirations (D).
□□□ FORD □□□□□□□□□□□ □□□□□□□□ □ F □□□□□□□ □ O □ , □□□□□□ □ R □□□□ □□□ □ D □

HOW TO USE FORD? An Example

□□□□□□□□□□□□□□□□□□ FORD □□□□□□□□□

Example Sentence Using FORD □

"Hi, I’m Zhang Wei from Shanghai , a senior software engineer at ByteDance . I enjoy team sports and photography , and I hope to develop AI-driven solutions for global markets in the future."

□□□□□

" □□□□□□□□□□□□ □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□ AI □□□□□□□□“

Breakdown:

F (Family) : " □□□□ " (from Shanghai)

O (Occupation) : " □□□□□□□□□□ " (senior software engineer at ByteDance)

R (Recreation) : " □□□□□□□ " (team sports and photography)

D (Dreams) : " □□ AI □□□□□□□ " (develop AI-driven solutions)

HOW TO USE THE 5Ws METHOD FOR SELF-INTRODUCTION?

□□□□ 5Ws □□□□□□□□□

□□□□□□□□

WHAT IS NON-VERBAL COMMUNICATION & WHY IT'S NECESSARY?

"Customers form 10 impressions of you in the first 5 seconds."

Non-verbal messages: We communicate through our gestures, body language, posture, facial expression, and eye contact.

"It's not what you say; it is how you say it. It's not what you do; it's how you do it ... but most importantly, it's how you look when you say it and when you do it."

THE “SOFTEN” MODEL FOR NON-VERBAL COMMUNICATION

“SOFTEN” □□ - □□□□□

Acronym	Meaning (Chinese & English)	Explanation (Chinese & English)
S	**Smile (□□)**	□□□□□□□□□□□□□□□□□□□□□□ A smile helps others feel friendly and relaxed, showing positive emotions.
O	**Open Posture (□□□□)**	□□□□□□□□□□□□□□□□□□□□□□□□ An open posture shows you are welcoming and cooperative, avoiding crossed arms.
F	**Forward Lean (□□□□)**	□□□□□□□□□□□□□□□□□□ Leaning forward slightly shows you're interested and focused on the person.
T	**Tone of Voice & Touch (□□□□)**	□□□□□□□□□□□□□□□□□□□□□□ A warm and friendly tone can make the conversation more engaging, while a harsh tone may sound unfriendly. □□□□□□□□□□□□□□□□□□□□□□ A gentle touch (like patting a shoulder) can show care and support.
E	**Eye Contact (□□□)**	□□□□□□□□□□□□□□□□□□□□ Proper eye contact shows that you're focused and respectful during conversation.
N	**Nod (□□)**	□□□□□□□□□□□□□□□□□□ Nodding shows you understand and encourages the other person to continue speaking.

APPLYING THE “SOFTEN” TECHNIQUE WHEN TALKING LISTENING

□□□□□□□□□□□□□

Game: "WHO AM I" - □□□□

□□□□ □□□□□□□□□□□□□□□□

□□□□ □□

□□□□ □□

□□□□□□□□□□□□□□□□□

□□□□□□□□□□□□□□□□□ **5** □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

□□□

□□□□ □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

FILL IN THE BLANKS PRACTICE OF CORE INTRODUCTO PHRASES

□□□□□□□□□□

□□□□□□□□□□

□□□□□□□□□ 10 □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

1) The “Family” part of FORD is about talking about your job.
2) You should mention your hobbies in the “Recreation” part of FORD.
3) “Dreams” in FORD is about your future goals.
4) In FORD, you should never talk about your job.
5) The “Occupation” part of FORD is for talking about your job.
6) The 5Ws help you answer basic questions like “Who are you?” and “What do you do?”
7) “Where” means where you live, not where you work.
8) “When” talks about when you started your job.
9) You should smile when you introduce yourself to sound friendly.
10) “Tone of Voice” means speaking very loudly during introductions.

HOMEWORK-CREATE, RECITE & SHARE YOUR ELEVATOR PITCH!

□□ - □□□□□□□□□□□□□□□

1.Create Your Pitch □□□□□□

Use the **FORD** or **5Ws** technique to structure your self-introduction. □□ **FORD** □ **5Ws** □□□□□□□□□□□□□□

Keep it brief and engaging. □□□□□□□□□

2.Record Your Pitch and Post in WeChat Group □□□□□□□□□□□□□□

Record yourself delivering the pitch clearly and confidently. □□□□□□□□□□□

Share in the WeChat group. □□□□□□□□

Take time to listen to the pitches shared by your classmates as well. □□□□□□□□□□□□□

3.Class Participation □□□□□

In our next lecture, I will randomly select **3 students** to introduce themselves to the class, implementing the **SOFTEN** technique. □□□□□□□□□□□□ **3** □□□□□□□□□□□□ □□ **SOFTEN** □□□

□□□□□□□□□□□□□□□□□□
□□□□□□□□□□□□□□□□□□
□□□□□□□□□□□□□□□□□□
□□□□□□□□□□□□□□□□□□
□□□□□□□□□□

TODAY'S LECTURE PLAN - WHAT TO EXPECT IN THE NE
1 HOUR!

□□□□□□□ - □□□□□ 1 □□□□□□□□□□

SECTION 1	**Review of the Previous Lecture | □□□□□□□**
SECTION 2	**Quick Introduction to Today's Lecture | □□□□□□□□**
SECTION 3	**Essential Business Greetings & Etiquettes | □□□□□□□□□**
SEC□ION	**Rol**
	Qui

□□□□□□

□□ **PPT** □□□□□□□□□□□□□□□

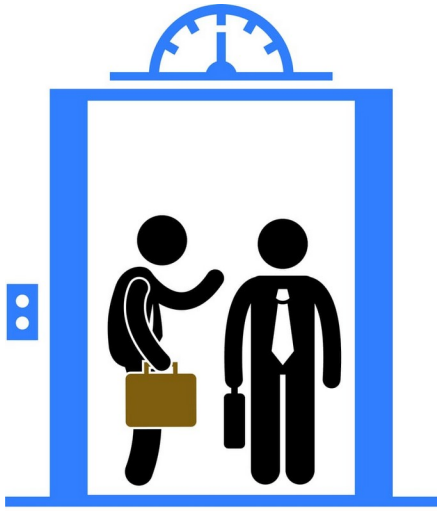
□□

LET'S REVIEW WHAT WE LEARNT IN THE LAST LECTUR□□□□□□□□□□□□□□□

INTRODUCING YOU!
ELEVATOR PITCH

FORD | **5Ws** | **SOFTEN**

VERBAL | **NON-VERBAL**



Hi, I’m Zhang Wei from Shanghai (**Family**), a senior software engineer at ByteDance (**Occupation**). I enjoy team sports and photography (**Recreation**), and I hope to develop AI-driven solutions for global markets in the future (**Dreams**).“

I’m Hao Meng (**Who**), an engineer at Cooper Standard (**Where**) for 5 years (**When**), ensuring continuous success in automotive parts production (**What**) to maintain high-quality standards (**Why**).

SOFTEN (**Smile**, **Open Posture**, **Forward Lean**, **Tone of Voice & Touch**, **Eye Contact**, **Nod**)

QUICK INTRODUCTION TO BUSINESS GREETINGS & ETIQUETTES

□□□□□□□□□□□□□□

□□□□□□□□□□□□□□

BASIC GREETINGS & ASKING AND ANSWERING ABOUT WELL-BEING

These are used when you arrive at work, meet someone in the corridor. After a basic greeting, it's common to ask how someone is.
□□□□□□□

BASIC BUSINESS GREETINGS-PHRASES FOR DAILY USE
□□□□□□□ - □□□□ 2

Introducing Yourself	Introducing Others	Responding To an Introduction
1. Hello, I'm [Your Name]. 2. Let me introduce myself..... 3. May I ask your name?	**Formal:** 1. Mr. [Name], may I present Mr. [Name]? 2. Mr. [Name], allow me to present Mr. [Name]. 3. Mr. [Name], may I introduce Mr. [Name]? 4. Mr. [Name], I'd like you to meet Mr. [Name]. **Less Formal (but professional):** 1. [Name], this is [Name]. 2. I don't think you have met [Name]. This is [Name].	1. How do you do? 2. Nice to meet you. 3. It's a pleasure to meet you. 4. I'm glad to meet you, [Name]. 5. Happy to meet you, [Name].

Ending Conversations / Saying Goodbye
These are used when you need to leave or finish a conversation.

1. Goodbye.
2. See you later/soon/next week/soon/tomorrow
3. Goodbye [Name], and all the best.
4. Have a Good day.
5. Thanks for your time

Note: Response to these phrases are usually very short.

1. See You
2. All right
3. Bye

The phrases in this page can be used to introduce yourself, to introduce others, to respond to an introduction, to convey good bye or end conversation. Let's practice them.

□□□□□□

LET'S HAVE SOME PRACTICE

1.1 MARK THE SENTENCES THAT ARE CORRECT

It's pleasure to meet you. ☐
It's a pleasure to meet you. ☑

1. My name Ali Patel. ☐
   My name's Ali Patel. ☐
2. Hi, I'm Jeff. ☐
   Hi, I Jeff. ☐
3. It good to meet you, Jane. ☐
   It's good to meet you, Jane. ☐
4. Pleased to meet you. ☐
   Please to meet you. ☐
5. I'm name is Deepak Kaur. ☐
   My name is Deepak Kaur. ☐
6. Great to meet you, Tanya. ☐
   Pleasure to meet you, Tanya. ☐
7. It's nice to meet you, too. ☐
   It's nice meet you, too. ☐
8. Good hello. My name is Ben Lewis. ☐
   Good morning. My name is Ben Lewis. ☐
9. It's a great to meet you, Gill. ☐
   It's great to meet you, Gill. ☐
10. Good evening. My name is Karen. ☐
    Great evening. My name is Karen. ☐

1.6 CROSS OUT THE INCORRECT WORD IN EACH SENTENCE

Hi, Luke. This is / ~~meet~~ Emiko.

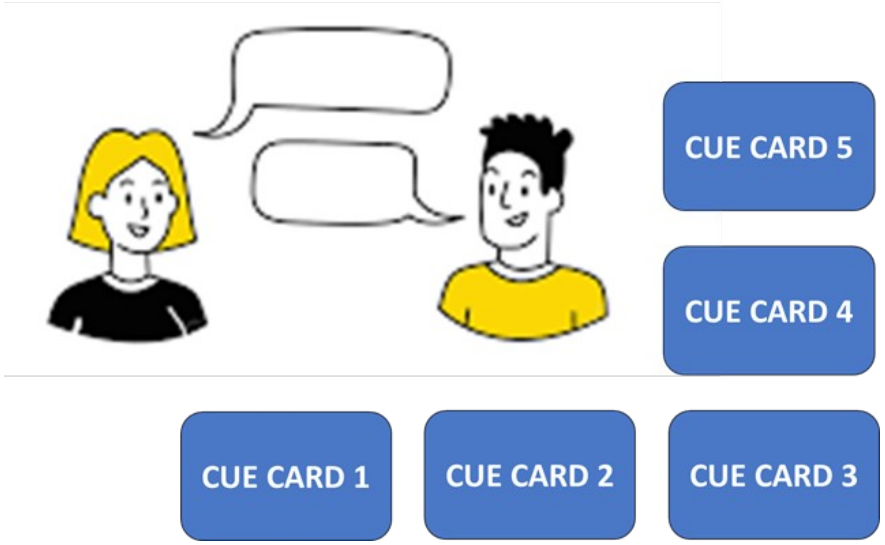
1. Good morning. I'm / My name's Saira Khan.
2. Bye / I'm Harry.
3. I'm / I's Andrew Shaw.
4. It's / It good to meet you.
5. Pleased to / I meet you.
6. It's a pleased / pleasure to meet you.
7. May / This I introduce our new HR assistant?
8. Keira, meets / meet John.
9. Great / Greater to meet you.
10. I would / had like you to meet Dan.
11. Colin and I works / work together.

In our last lecture we learned the "SOFTEN" technique for non-verbal communication and it includes the basic norms to follow in a communication. Here are the most important communication etiquettes must be followed in business English. Take time to understand and get used to them in practical communication.

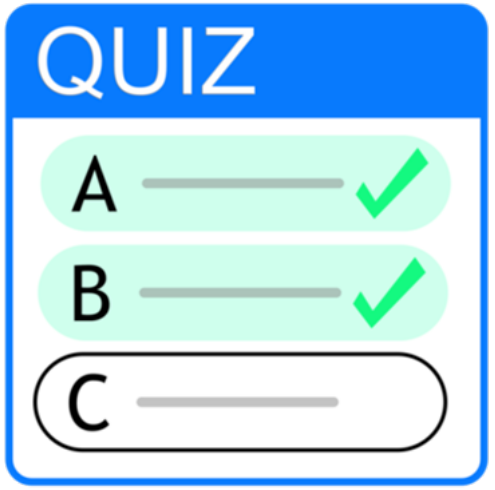
**□□□□□□□□□□□□□□□□□□□□“ SOFTEN” □□□□□□□□□□□□□□□□□□□□

GAME RULES

- □□□□□ 5 □□□□
- □□□□□□□□□□□□□□“□□□”□
- □□□□□□□□□□□□□ 2 / 3 □□□□□□□□□□□□□



Alex: Good afternoon, Jamie! How are you today?
Jamie: I'm fine, thank you! I'm working on a report.
Alex: This is Taylor. Taylor is our new team member!
Taylor: Hello Jamie! I'm Taylor from Marketing. Nice to meet you!
Jamie: Hi, Taylor! I'm Jamie from Sales. Welcome to the team!
Alex: Taylor, let Jamie know if you need help with anything.
Taylor: Thank you, Alex! I'd love to learn more about the team later.
Jamie: Sure! Let's talk after lunch, Taylor.
Alex: Alright Guys! I need to leave now. Have a good day!
Taylor & Jamie: You too! Bye, Alex!
David: Bye Paul!



这个测验应由个人完成，测试你对今天内容的理解，以及上一讲内容的一些问题，包括15道判断题、填空题和多项选择题。

1.Write your elevator pitch using the "FORD" technique (Facts, Opinion, Result, Desire).
2.Is American culture applicable globally for communication?
    1. (Yes / No)
3.SOFTEN stands for:
    1. S _____
    2. O _____
    3. F _____
    4. T _____
    5. E _____
    6. N _____
4.True or False:
Greetings may vary depending on culture, relationship, and context.
5.Name one non-verbal communication style used in China but less common in other countries. (□□□□□□

REVIEW THE LAST WEEK'S LECTURE AND THIS WEEK'S PPT SLIDES AND MAKE SURE YOU UNDERSTAND THE METHODS OF SELF INTRODUCTION, THE BASIC GREETINGS AND COMMUNICATION ETIQUETTES.

**□□□□□□□□□□□ PPT □□□□□□□□□□□□

CONGRATUALTIONS ON SUBMITTING HOMEWORKS!

0

BUSINESS ENGLISH

LECTURE 3

1. Write your elevator pitch using the "FORD" technique
   Hi, I'm April from Shenyang (Family), a HR working at Cooperstandard (Occupation). I enjoy traveling (Recreation), and I hope to travel all around China and abroad with my family in the future (Dreams)."
2. Is American culture applicable globally communication?
   1. (Yes / No)
3. SOFTEN stands for:
   1. S mile
   2. O pen posture
   3. F orward lean
   4. T one of voice
   5. E ye contact
   6. N od
4. True or False:
   Greetings may vary depend ult relationship, and conte
5. Name one non-verbal co ation style us China but less common in ther countries. (举 在中国使用但在其他国家 见的非语言交流的 子。

In China, people often nod repeatedly while listening to others as a way to show agreement, which is less commonly seen in other countries.

1. Hi, I'm Hao Wanru from Yingkou, a tax accounting at Cooperstandard. Out side of work, I enjoy reading and traveling, which helps me maintain a balanced lifestyle. My dream is to earn enough mone to live the way I want.

ences . After checking, it was learned that inde ge pinched and the other three fingers are other countrie this gesture has the meaning of cursing.

etings may vary depending on culture, relationship, and context.

ne one non-verbal communication style used in China but less common in other countries.
一个在中国使用但在其他国家不太常见的非语言交流的例子。例如：避免眼神直接接触以表示尊重，用双手接东西，鞠躬以表示尊重等等)

In China, when young people drink with the elderly, or when employees drink with their leaders, when clinking glasses, the glasses should be lower than the other's glasses to show respect.

LET'S REVIEW WHAT WE LEARNT IN THE LAST LECTUR□
□□□□□□□□□□□□□□

In our last lecture, we learned **how to greet and maintain proper etiquette in communication**. Let's do a warm-up to review what we learned by reciting a dialogue and applying the communication etiquette we discussed. First, take **1 minute** to review the communication etiquette, then go over the dialogue and repeat after me. **Any three** of you can recite this afterwards.

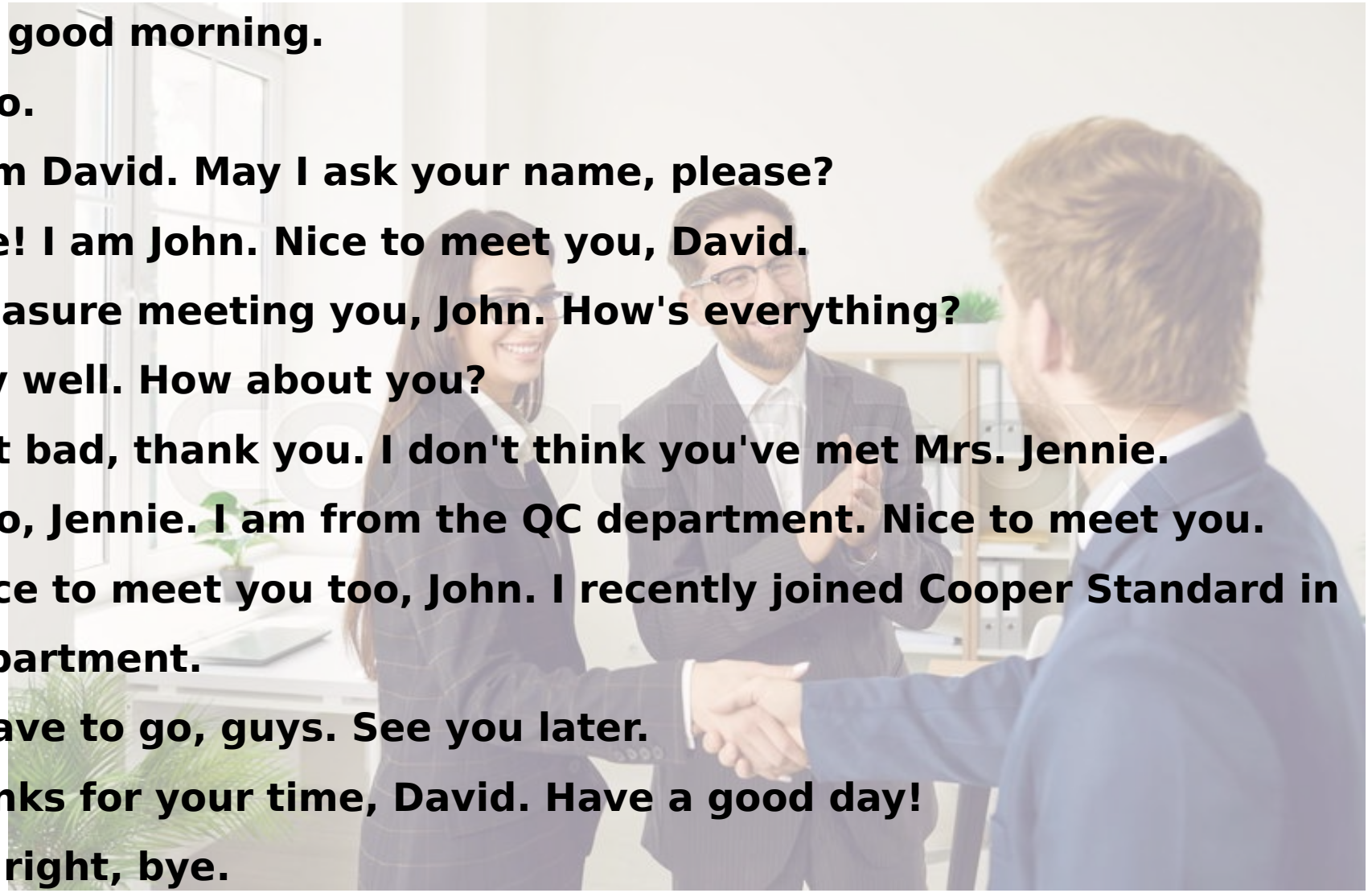
□□□□□□□□□□□□□

LET'S REVIEW WHAT WE LEARNT IN THE LAST LECTURE
□□□□□□□□□□□□□□□

02

BUSINESS ENGLISH

LECTURE 3



DAVID. Hi, good morning.

JOHN. Hello.

DAVID. I am David. May I ask your name, please?

JOHN. Sure! I am John. Nice to meet you, David.

DAVID. Pleasure meeting you, John. How's everything?

JOHN. Very well. How about you?

DAVID. Not bad, thank you. I don't think you've met Mrs. Jennie.

JOHN. Hello, Jennie. I am from the QC department. Nice to meet you.

JENNIE. Nice to meet you too, John. I recently joined Cooper Standard in the HR department.

DAVID. I have to go, guys. See you later.

JOHN. Thanks for your time, David. Have a good day!

DAVID. All right, bye.

□□□□□□□□□□
□□□□□□□□□□□□
□□□□□□□□□□
□□□□□□□□□□
□□□□□□□□□□
□□□□□□□□□□
□

JENNIE. See you

After the last two classes, I realized that some of you can perform better and feel more confident in class if you can read or speak English with clearer pronunciation, which is indeed very important.

□□□□□□□□□

MASTERING THE WORD & SENTENCE STRESS IN ENGLI SPEAKING

□□□□□□□□□□□□□□□

To speak clearly in English you need to use correct word stress. It is just like the tone marks in Chinese where you change your voice pitch to convey different meaning. In English, not every syllable of a word has the same amount of emphasis or stress. In every English multi-syllable word there are stressed syllables and unstressed syllables.

□□□□□□□□□□□□□□□

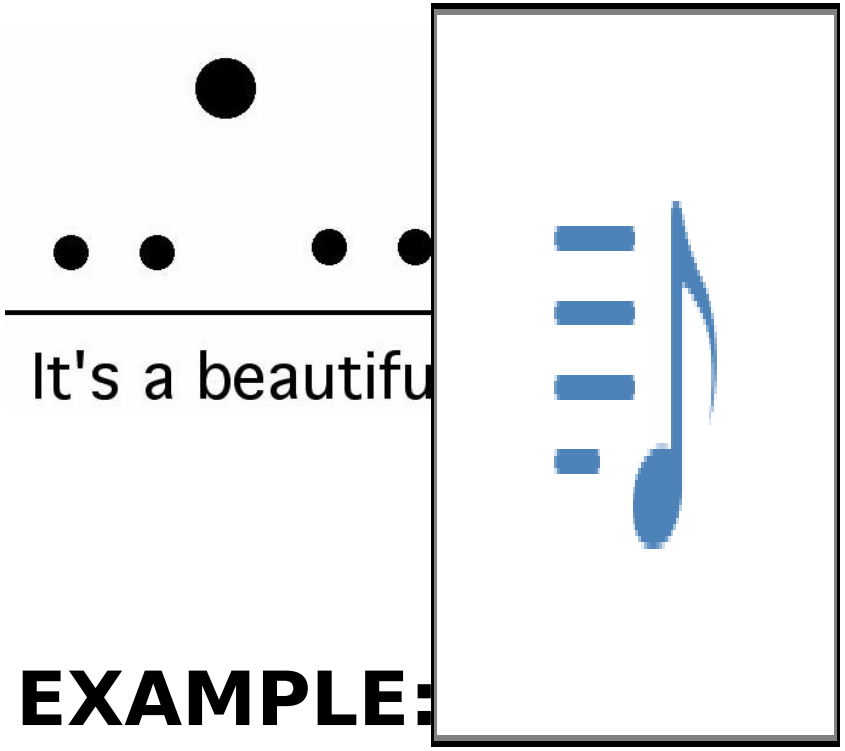
Word Stress Rule

Word type		Where is the stress?	Examples
Two syllables	Nouns	on the first syllable	center object flower
	Verbs	on the last syllable	release admit arrange

If a English word is Noun the first part of the word will be stressed and if the word is a verb the last part will be stressed. Remember this rule for word stress.

□□□□□□□□□□□□□□□

□□□□□



EXAMPLE:

Rhythm in English speaking is a part of stress and intonation. It is basically controlling the pace of your speaking through linking, pausing, chunking, slowing or speeding etc. Let's see some example.

□□□□□□□□

LET’S WATCH SOME VIDEOS ON STRESS, INTONATION & RHYTHM IN ENGLISH SPEAKING!

Stakeholder
Agenda
Conference
Feedback
Budget
Negotiate
Quarterly
Proposal
Objective
Invoice
Collaborate
Deadline
Compliance
Target
Efficient
Prioritize
Presentation
Strategy

TODAY'S HOMEWORK IS NOT BORING AT ALL!

Find an English movie on any platform and watch it with subtitles, focusing on three objectives:

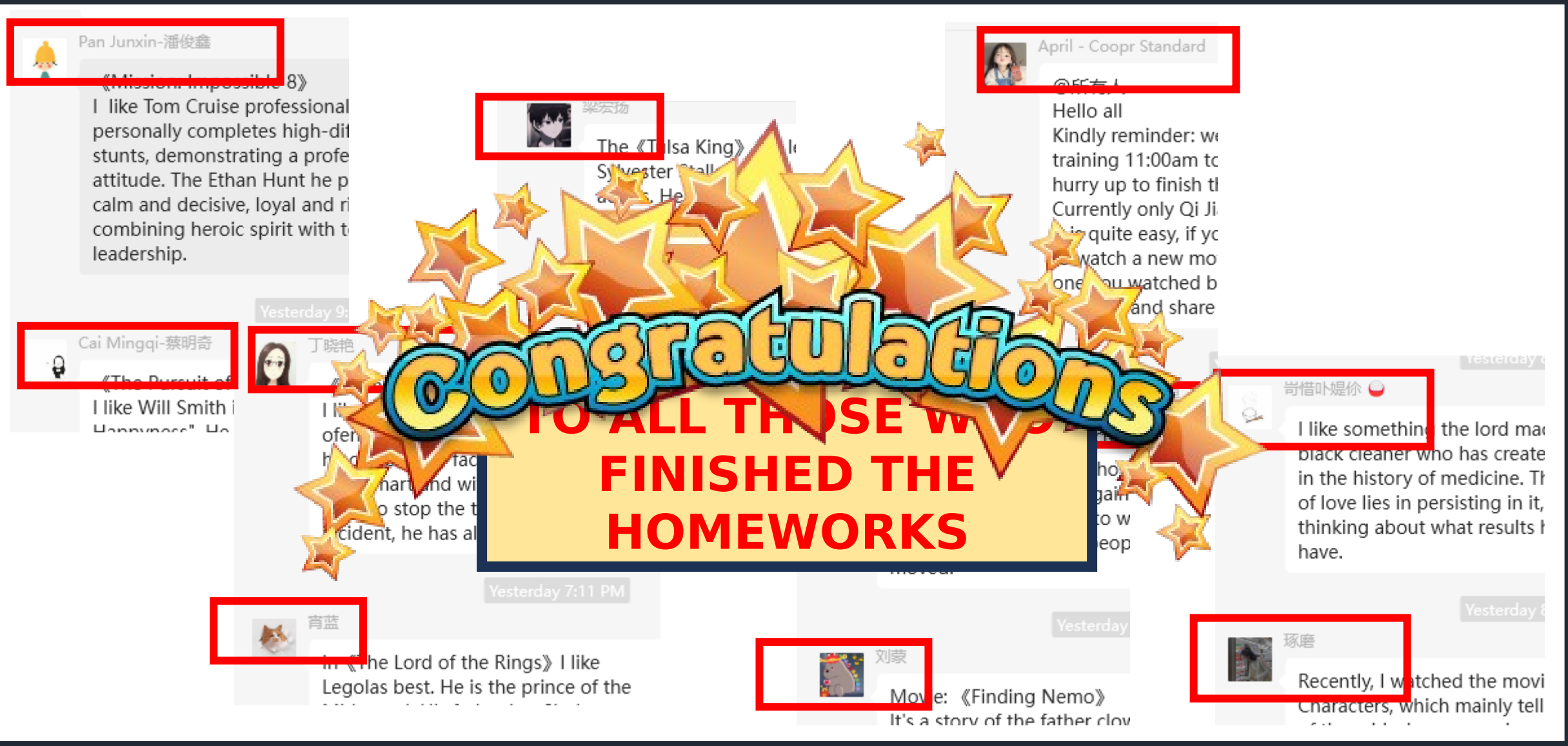
1. Listen to the pronunciation and sentences throughout the entire movie.
2. Observe how non-verbal techniques are used while speaking—understand how they convey emotions such as anger, respect, etc.
3. After watching, share the name of the movie, the character you liked the most, and the reason why you liked him/her, in a few sentences.

CONGRATUALTIONS ON SUBMITTING HOMEWORKS!

0

BUSINESS ENGLISH

LECTURE 3



BUSINESS ENGLISH BASICS QUIZ □□□□□□□□

Name □□□□ : _____ **Date □□□□ :** _____

Score □□□□ : _____ / 10

03:00

□□□□□□□□□

TODAY’S LECTURE

□□□□□□□

COMPARISON OF CHINESE AND ENGLISH SENTENCE STRUCTURES

□□□□□□□□□□

02

BUSINESS ENGLISH

LECTURE 3

ENGLISH SENTENCES	CHINESE SENTENCES	CORE DIFFERENCE
I eat breakfast every day.	□□□□□□□	□□□□ □□ + □□ + □□□□□□□□□□□□□□□
She does not like coffee.	□□□□□□□	□□□ "do/does" + "not" □□□□□□□□□□□□□□□ "□" (bù) □
The cat is on the table.	□□□□□□	□□□□□□□ "s" □□□□□□□□□□
The cats are on the table.	□□□□□□□	□□□ "□" □□□□□□□□□ "s" □
Do you like pizza?	□□□□□□□	□□□□□□ "do" □□□□□□□ "□" (ma) □□□□
Could you please send me the report?	□□□□□□□□□□	□□□ "could" □□□□□□□□ "□" (néng) □□□□□□□□
She works every day.	□□□□□□	□□□□□□ "works" □□□□□□□□□□□□□□□□□□
He is at the office.	□□□□□□	□□□□□□ "at" □ "in" □□□□□□□□□□□□□□□□□
They went to the market yesterday.	□□□□□□□□	□□□□□□ "went" □□□□□□□□□□□□□□□□□□□□
I will visit the client tomorrow.	□□□□□□□□	□□□ "will" □□□□□□□□ "□" (huì) □□□□□

AFFIRMATIVE & NEGATIVE SENTENCES
□□□□□□□

03

BUSINESS ENGLISH

LECTURE 3

□ In English, we use affirmative sentences to say something is true or happening. We use negative sentences to say something is not true or not happening. □□□□□□□□

SINGULAR & PLURAL SENTENCES
□□□□□□□

03

BUSINESS ENGLISH

LECTURE 3

□ We use **singular sentences** when we talk about **one** person or thing. We use **plural sentences** when we talk about **more than one**. □□□□□□□□□□□□□□□□□□□□□□□□□□□□

Easy Tip: □□□□□□□□□ “ s” □

- **Singular:** "The manager is in the meeting."
  □□□□□□
- **Plural:** "The managers are in the meeting."
  □□□□□□□
- **Singular:** "There is one file on my desk."
  □□□□□□□□□
- **Plural:** "There are several emails waiting for your response."
  □□□□□□□□□□
- **Singular:** "The client is visiting the office tomorrow.“
  □□□□□□□□□

QUESTIONING & REQUESTING SENTENCES
□□□□□□□

□ We ask **questions** when we want to know something. We use **requests** when we politely ask someone to do something. □□□□□□□□

PRESENT, PAST, & FUTURE SENTENCES
□□□□□□□□□□□□

03

BUSINESS ENGLISH

LECTURE 3

□ We use **present tense** to talk about now, **past tense** to talk about before, and **future tense** to talk about later. This helps us explain when something happens at work. □□□□□□□□□□□□□

SENTENCES WITH ARTICLES & PREPOSITIONS
□□□□□□□□□□

03

BUSINESS ENGLISH

LECTURE 3

□ **Articles** like “a” or “the” come before a noun to talk about one or specific things. **Prepositions** like “on”, “in”, “at” tell us about time or place. □□□□ a/an/the □□□□□□□ □□□□□□□□□□□□ on/in/at □□□□□□□□

Easy Tip: “a” □□□□□“ the” □□□□□□□□□□□□□□□□□□□□□□□□

□ **Article:** "I need a report on the sales figures."
□□□□□□□□□□□□□□□

⬆ **Preposition:** "The meeting is at the conference room."
□□□□□□□□□

□ **Article + Preposition:** "She is working on the new project."
□□□□□□□□□□

□ **Article:** "We need a few more documents for the presentation."
□□□□□□□□□□□□□□

⬆ **Preposition:** "The contract is on my desk."
□□□□□□□

HOMEWORK-NOT TO BE SKIPPED!

□□ - □□□□□

1. Identify the sentence type (affirmative or negative): ***She doesn't attend meetings regularly.***
2. Change the sentence to affirmative: ***The employees don’t follow the instructions.***
3. Identify the sentence type (singular or plural): ***The team is ready for the presentation.***
4. Change the sentence to plural: ***The manager gives the instructions.***
5. Identify the sentence type (affirmative or negative***): I am not going to the office today.***
6. Change the sentence to negative: ***She answers all calls during office hours.***
7. Identify the sentence type (question or request): ***Could you please prepare the documents for the meeting?***
8. Change the sentence to a question: ***She will send the report by tomorrow.***
9. Identify the sentence type (present, past, or future***): I attended the meeting yesterday.***
10. Change the sentence to future tense***: I am preparing the budget report.***
11. Identify the sentence type (singular or plural): ***There is one contract on the desk.***
12. Change the sentence to plural: ***There is a team of managers in the conference room.***
13. Identify the sentence type (affirmative or negative***): I will not travel for business next week.***
14. Change the sentence to affirmative: ***They don’t understand the new software.***
15. Identify the sentence type (article and preposition): ***The contract is on my desk.***

TODAY’S LECTURE PLAN
□□□□□□□

01 BUSINESS ENGLISH

LECTURE 4

□□□□□□□

COMPARISON OF CHINESE & ENGLISH LANGUAGE FOR THESE TOPICS
□□□□□□□□□□□□

TOPIC	ENGLISH SENTENCE EXAMPLE	CHINESE SENTENCE EXAMPLE	EXTRA EXAMPLES
Punctuation	She said, **"I will come tomorrow."**	□□□“□□□□□□”	. (period), ? (question mark), ! (exclamation mark)
Capitalization	**My** friend lives in **Beijing**.	□□□□□□□□□ *(Note: no capitalization in Chinese)*	Monday, China, Mr. Smith
Adjective	This is a **beautiful** flower.	□□□□□□□□	tall, short, red
Adverb	He runs **quickly**.	□□□□□□	slowly, happily, well
Conjunction	I want to go, **but** I am busy.	□□□□□□□□	and, or, because
Homophones	I **read** the book yesterday.	□□□□□□□□ *(□ and □ are homophones: dú)*	see/sea, two/too, their/there
Contractio	**She’s** going to the	□□□□□□ *(Chinese has no*	

ESSENTIAL PUNCTUATION DRILL & CAPITALIZATION RULES

Punctuation Mark	Symbol	Sentence Example
Full stop / Period	.	I am a student.
Comma	,	Ashlin, my sister's daughter, came home today.
Colon	:	You have two options: Take a bus or hire a cab.
Semicolon	;	I did not like the dish; however, I ate it since I did not want to waste it.
Apostrophe	'	Ritu's brother is moving to Sydney.
Quotation marks	" "	My mom said, "Make sure you get home before 7 p.m."
Hyphen	-	We have a black-eyed white bunny.
Dash	–	My mom's friends – Sheela, Immaculate and Agnes – visited her today.
Parentheses	()	Agnes Gonxha Bojaxhiu (popularly known as 'Mother Teresa') was born on August 26, 1910.
Slash	/	You can use a noun/pronoun to start a sentence.
Exclamation mark	!	Wow! That is great news.
Question mark	?	What would you like to have for dinner?
Ellipsis	...	We wrote in the comments section, "We were here. This is the ... again."

PUNCTUATION MAY BE SMALL, BUT ITS MEANING IS SIGNIFICANT; ONE SYMBOL CAN CHANGE THE ENTIRE MEANING.

Let's eat grandma

ESSENTIAL PUNCTUATION DRILL & CAPITALIZATION RULES

□□□□□□□□□□□□□□□

Capitalization means using capital letters (A, B, C, etc.) at the beginning of words in specific situations. In English, we use capital letters at the start of sentences and for proper nouns, like names of people, places, and holidays. The pronoun "I" is always capitalized. We will learn a technique named "MINTS" for capitalization in writing.

□□□□□□□□□□

□□□□□□□□□□□□□□□□□□□□□□□□□□□□ A □ B □ C □□□□□□□□□□□□□□□□□□□□

ADJECTIVE VS ADVERB

Adjectives describe and give more details about nouns, like "big," "happy," or "blue." Adverbs tell us how, when, or where something happens, like "quickly," "today," or "here.“

□□□□□□□□□□□□□□□□□□□□
□“ big” □□□□“ happy” □□□□□
“ blue” □□□□□□□□□□□□□□□□□□
□□□□□□□□□□“ quickly” □□□□□
“ today” □□□□□“ here” □□□□□

The new (adjective) product sold quickly (adverb).
□□□□□□□□□□□□□□□□□□

She wrote a short (adjective) email yesterday (adverb).
□□□□□□□□□□□□□□□□□□□□□□

The big (adjective) meeting starts soon (adverb).
□□□□□□□□□□□□□□□□□

The client was very (adverb) happy (adjective).
□□□□□□□□□□□□□□□□□

He answered the important (adjective) call immediately (adverb).
□□□□□□□□□□□□□□□□□□□□

CONJUNCTIONS IN ENGLISH SENTENCES
□□□□□□□

Types of Conjunctions

Coordinating

a conjunction that links two independent clauses

for
and
nor
but
or
yet
so

Subordinating

a conjunction that links a dependent clause to an independent clause

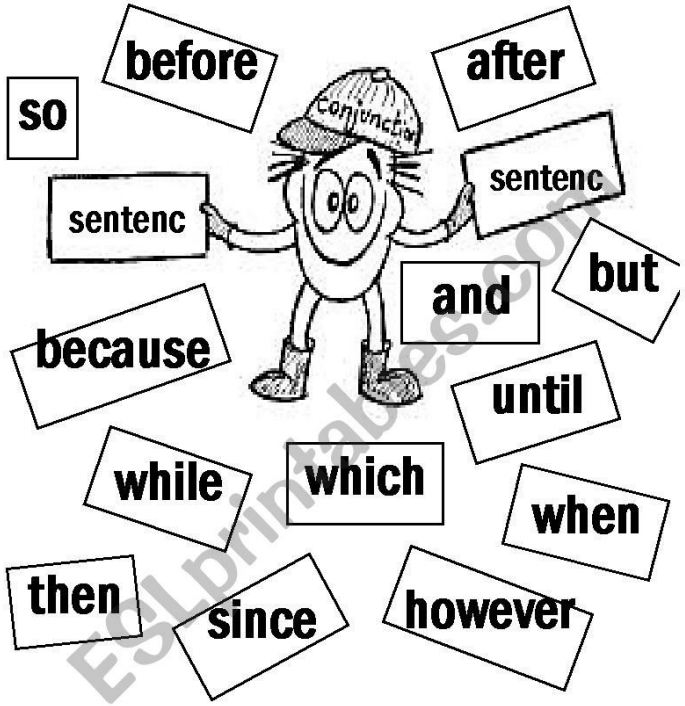
Some common examples:

as, after, although, when, where, while, wherever, whenever, how, however, if, than, though, even if, even though, until, unless, so that, since

Correlative

pairs of conjunctions that work together

both ... and
either ... or
neither ... nor
not only ... but also
whether ... or



Conjunctions are words that join two sentences together to make one more complex and interesting sentence.

CONJUNCTIONS IN ENGLISH SENTENCES

1. We finished the report, but the manager asked for a few changes.

2. The meeting was delayed because the client arrived late.

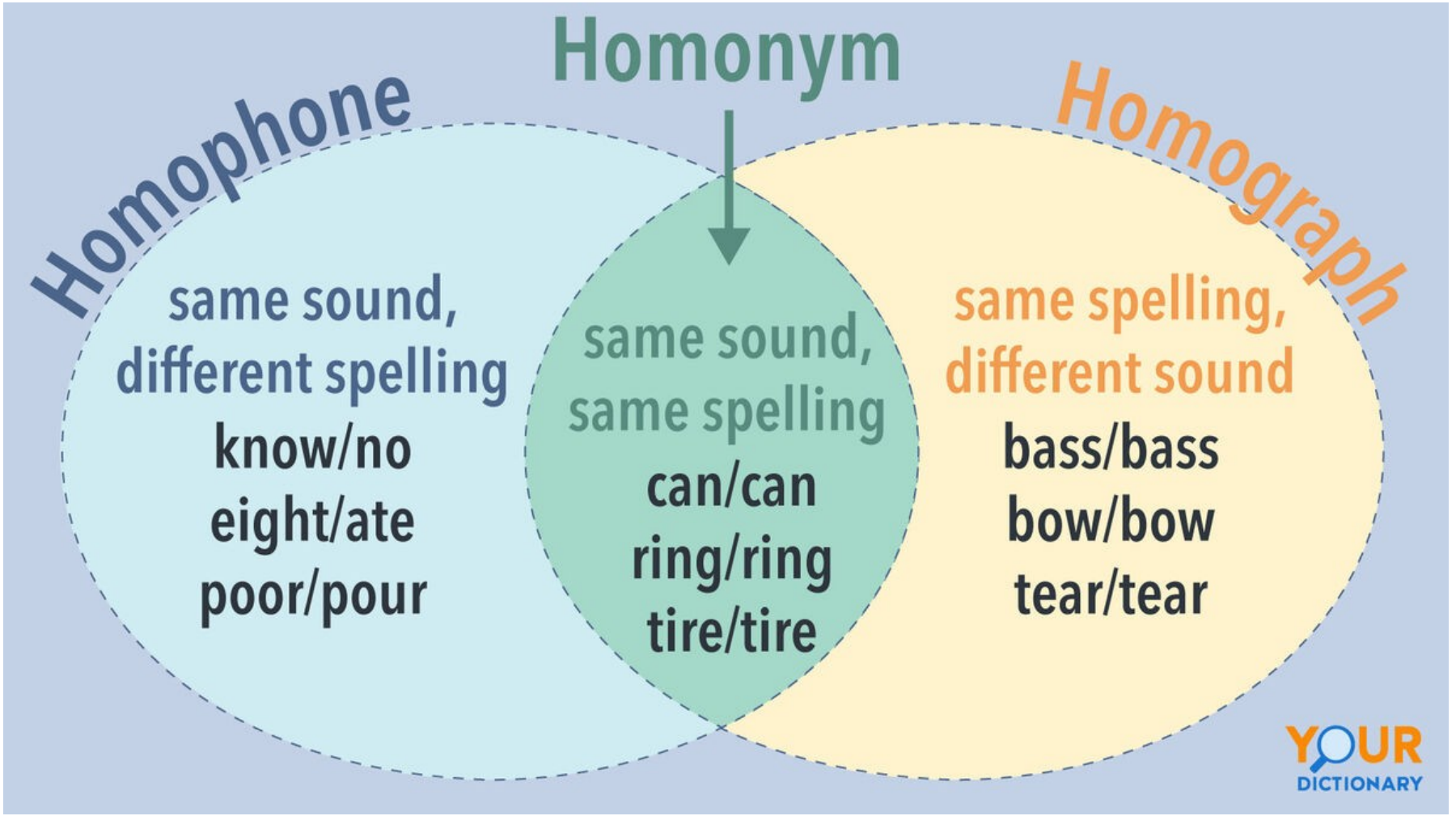
3. If you have any questions, please contact me.

4. We will either call the client or send an email.

5. The project is both important and urgent.

HOMOPHONES - SEEMS THE SAME BUT NOT REALLY!

□□□□□—□□□□□□□□□□□□



Homograph: One character, different sounds and meanings.
□ (lè = happy; yuè = music)

Homonym: Same sound, same character, but different context meaning
□ (kāi = open; kāi = drive)

Homophone: Same or similar pronunciation, different meaning &

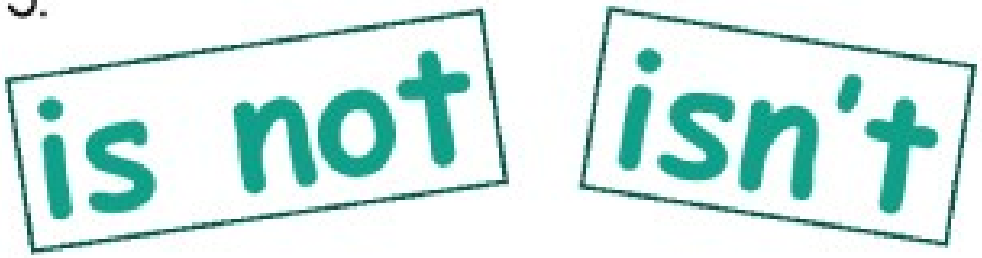
HOMOPHONES - SEEMS THE SAME BUT NOT REALLY!

□□□□□—□□□□□□□□□□□

Type	Words	Sentence
Homophone	sale / sail	The **sale** ends tomorrow. / The ship will **sail** at noon.
Homophone	cite / site	Please **cite** your references. / The construction **site** is ready.
Homophone	buy / by	We will **buy** new equipment **by** Monday.
Homophone	capital / capitol	The company raised more **capital**. / The protest was at the **Capitol**.
Homograph	contract	We signed a **contract**. / Muscles **contract** in cold weather.
Homograph	record	Please **record** the meeting. / Keep a **record** of all payments.
Homograph	lead	She will **lead** the team. / The pipe contains **lead**.
Homonym	bill	I paid the **bill**. / The new **bill** was approved by Congress.
Homonym	bank	The **bank** approved the loan. / They sat by the river **bank**.
Homonym	fair	The price was **fair**. / They attended the trade **fair**.

Contractions

- A contraction is one word made from 2 words.
- The first word usually stays the same.
- Certain letters are taken out of the second word.
- An apostrophe will fill the space of the missing letters.



IMPORTANT CONTRACTIONS

I am ----- I'm	You are ----- You're	Where is ----- Where's	Had not ----- Hadn't
He is ----- He's	She is ----- She's	Who are ----- Who're	Do not ----- Don't
It is ----- It's	We are ----- We're	Who is ----- Who's	Did not ----- Didn't
They are ----- They're	I have ----- I've	What are ----- What're	Could not ----- Couldn't
You have ----- You've	We have ----- We've	What is ----- What's	They will ----- They'll
I will ----- I'll	He will ----- He'll	Would not ----- Wouldn't	She will ----- She'll
Are not ----- Aren't	Cannot ----- Can't	Will not ----- Won't	You had----- You'd

www.sfforums.com

MASTERING ENGLISH FOR HIGH-IMPACT COMPANY VISITS

□□□□□□□□□□□□□□

01 BUSINESS ENGLISH

LECTURE 6

Have you ever felt unsure about how to guide a visitor through your company or present your department confidently?

□□□□□□□□□□□□□□

PREPLAN - DIGITAL HANDSHAKE RECOMMENDATIONS
□□□□ - □□□□□□

02

BUSINESS ENGLISH

LECTURE 6

Establish clear communication and prepare the agenda before the visitor arrives. This helps set expectations and ensures everyone knows their role.
□□□□□

Let’s practice a dialogue between a host (speaker 1) and a visitor (speaker 2). Any two of you can recite it. □□□□□□□□□□□□□□□

1 □□□□□□□□ 2 □□□□□□□□□□□□□□□□□□□□□

Speaker 1: Good morning! Welcome to Cooper Standard. It's a pleasure to have you here today.
Speaker 2: Good morning, thank you for having me.
Speaker 1: Thank you for visiting us. Let me introduce myself. I'm Smith, from the production department.
Speaker 2: Nice to meet you, Smith.
Speaker 1: I'll be guiding you on your tour today. I hope you had a safe journey. How was your trip?
Speaker 2: It was smooth, thank you. Just a bit long, but everything went well.
Speaker 1: That's great to hear. May I offer you some coffee, tea, or water?
Speaker 2: Water would be great, thank you.
Speaker 1: Please, have a seat. The restroom is just down the hall on your left if you need it.
Speaker 2: Thank you, I’m all set for now.

Please, have a seat. The restroom is just down □□□□□□□□□□□□□□□□

Use Case □□ □□□□□□□□□□□□□□□□□□□□

INTRODUCING THE COMPANY AND STAFF TO THE VISITOR

□□□□□□□□□□

Introducing the Company:	□□□□□
Our company, [Company Name], specializes in [Brief Description of Company Products/Services].	□□□□ [□□□□] □□□□ [□□□□ / □□□□□□] □
We have been in business for [X] years, providing high-quality [Products/Services].	□□□□□□ [X] □□□□□□□□ [□□ / □□] □
We are proud to be a leader in [Industry].	□□□□□□□ [□□] □□□□□
Our core values are [list core values].	□□□□□□□□□ [□□□□□□□] □
Our factory has over 500 employees who are dedicated to producing the highest quality products.	□□□□□□□ 500 □□□□□□□□□□□□□□□□□□
you may have about the production line.	□
Here’s [Name], who will walk you through the production line today.	□□ [□□] □□□□□□□□□□□

□□□□□□□□□□□□□□□□□

INTRODUCING → **GUIDING** → **ENDING**

Good morning, ladies and gentlemen. Could I have your attention, please? Welcome to Cooper Standard. My name is Mary, and I will be giving you a tour of the installations, offices, plant, and factory. The tour will last about thirty minutes. If you're ready, we can start now. Kindly follow me. For your safety, please put on these safety goggles and a hard hat. Please stay within the marked walkways and be mindful of the moving equipment.

□□□□□□□□□

GUIDING THE COMPANY OR FACTORY VISIT

INTRODUCING → **GUIDING** → **ENDING**

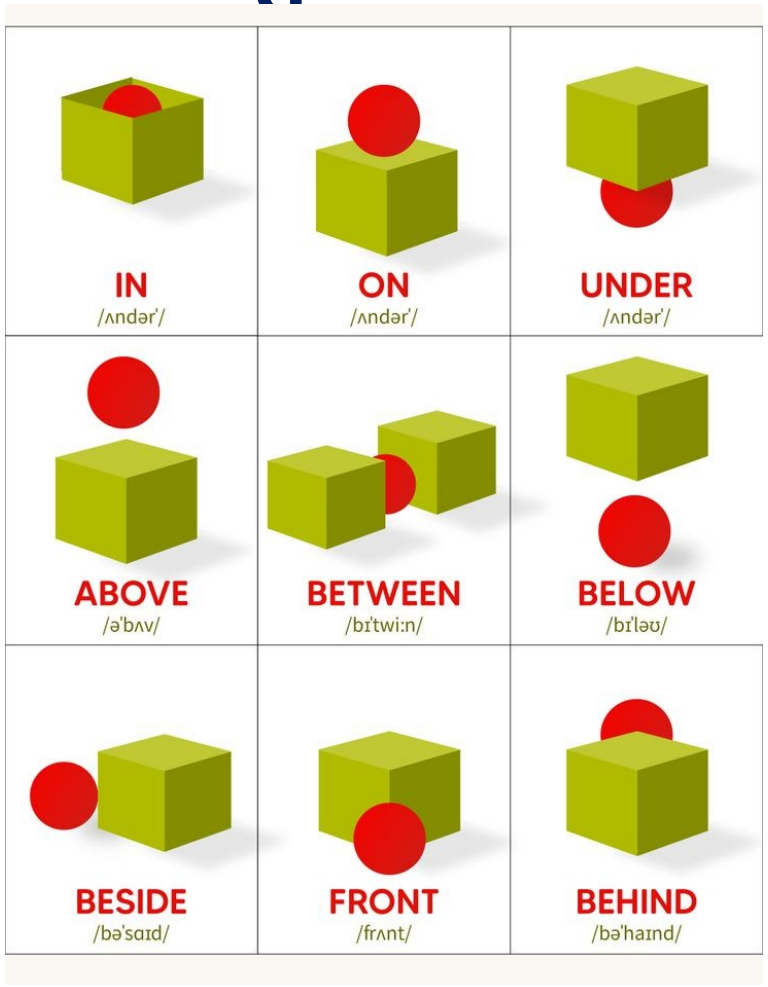
- On your **{left/right}**, you will see our **{department or specific area name}**.
- Over here/there, we have **{mention item, area, or feature}**.
- This area is where we handle **{process name}**.
- This is the area dedicated to **{process name}**.
- Look **{left/right}**, and you will see the **{place name or feature}**.
- Right in front of you is our **{main feature or control panel}**.
- If you look **{up/ahead}**, you'll see the **{system or feature}**.
- We are now approaching the **{area or section}**.
- In front of you is **{object, feature, or area}**.
- On your **{right/left}**, you will see **{object or feature}**.
- As we turn the corner here, you will see **{feature or location}**.
- In the distance, you can see **{landmark or feature}**.
- If you look **{behind, above, below}** me now, you'll notice **{feature or area}**.
- If you look **{up/down}**, you will notice **{detail or feature}**.
- Off to the **{north/south/east/west}**, you can see **{landmark, area, or feature}**.
- Look to the **{east/west/north/south}**.
- To the **{direction}**, you'll see **{feature or location}**.
- In a few moments, we will be passing **{area or object}**.
- You might have noticed that we went past a **{description of object, machine, or feature}**. That was **{name or purpose}**.

GUIDING THE COMPANY OR FACTORY VISIT
□□□□□□□□□

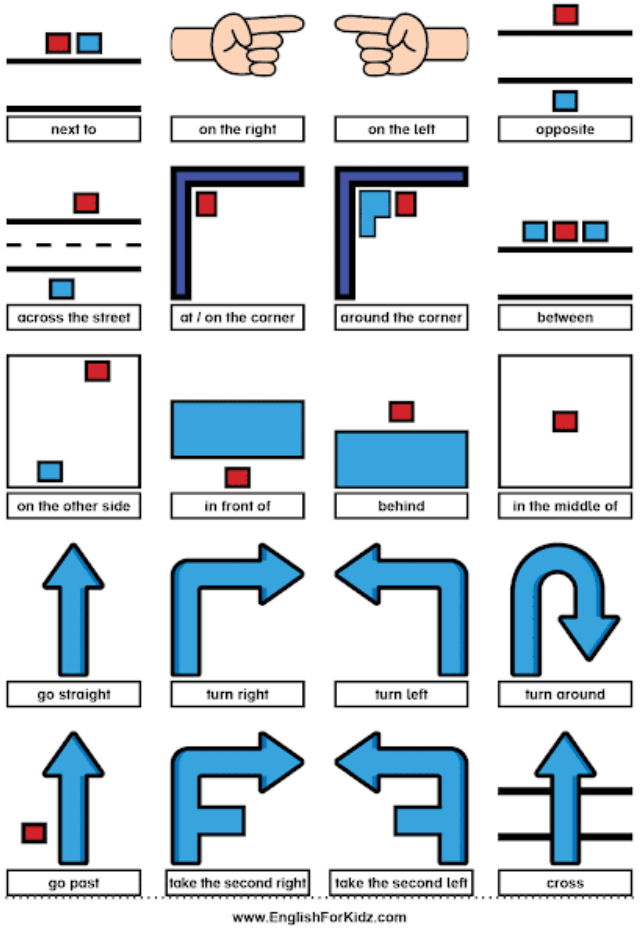
07 BUSINESS ENGLISH

LECTURE 6

INTRODUCING → GUIDING → ENDING



Left	□	(zuǒ)
Right	□	(yòu)
Straight ahead	□□	(zhí zǒu)
Up	□	(shàng)
Down	□	(xià)
Ahead	□□	(qián miàn)
Behind	□□	(hòu miàn)
Across	□□	(duì miàn)
Next to	□□□	(jǐn āi zhe)
Beside	□□	(páng biān)
In front of	□……□□	(zài… qián miàn)
On the left/right	□□ / □□	(zài zuǒ/yòu biān)
Around the corner	□□□	(zhuǎn jiǎo chù)
Near	□□	(fù jìn)
Along this way	□□□□□	(yán zhe zhè tiáo lù)
Top	□□	(dǐng bù)
Bottom	□□	(dǐ bù)
North/South/ East/West	□ / □ / □ / □	(běi/nán/dōng/xī)
Center	□□	(zhōng xīn)
Corner	□□	(jiǎo luò)



INTRODUCING → **GUIDING** → **ENDING**

I. Well, that concludes our tour. I hope you have enjoyed it and have found it interesting and informative. If you have any further questions, I should be very happy to answer them now.
II. On behalf of (company name) and myself, I should like to thank you all for visiting us today. I wish you all a very pleasant journey home.
III. So, that's the end of our tour. I hope you've enjoyed it. If you don't have any questions we will move to the meeting room and have some snacks.

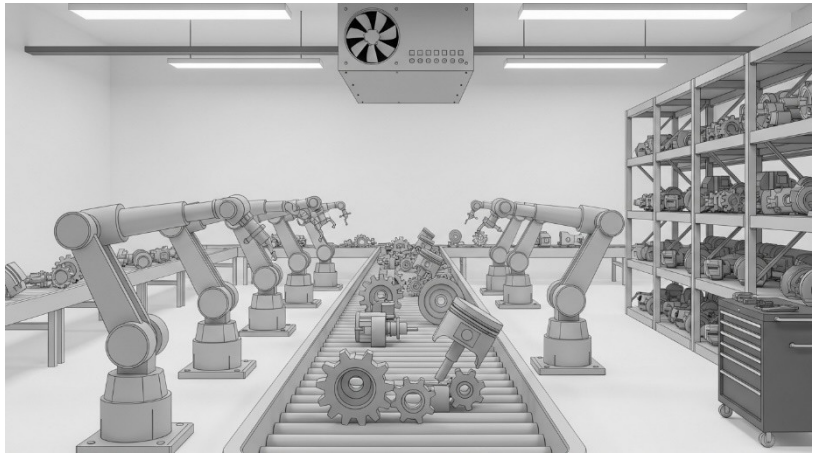
IV. □□□□□□□□□□

LET’S PRACTICE APPLYING THE GUIDING PHRASES

09

BUSINESS ENGLISH

LECTURE 6



PRACTICE & HOMEWORKS
□□□□□□□

10

BUSINESS ENGLISH

LECTURE 6

□□□□□□□

MASTERING ENGLISH FOR HIGH-IMPACT COMPANY VISITS

□□□□□□□□□□□□□

01 BUSINESS ENGLISH

LECTURE 7

Have you ever felt unsure about how to guide a visitor through your company or present your department confidently?

□□□□□□□□□□□□□

BEFORE THE COMPANY VISIT, PREPARE ACCORDING TO THESE 5 RULES

□□□□□□□□□□□□□□□□□□□□

NEVER FORGET THESE 5 RULES!!!

Establish Clear Communication and Prepare the Agenda

Learn About the Visitor's Background

Understand Why the Visitor is Coming

Memorize Crucial English Phrases

Acknowledge Limitations and Offer Alternatives

1	□□□□□□□□□□□□□□□□□□□□

STEPS FOR GUIDING A COMPANY TOUR PERFECTLY

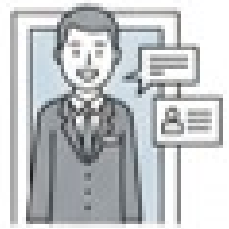
03

BUSINESS ENGLISH

LECTURE 7

Pre-Visit Preparation

Welcome & Brief Introduction



Introduce Yourself

Introduce the Visitor

Introduce Key Personnel and Assistants

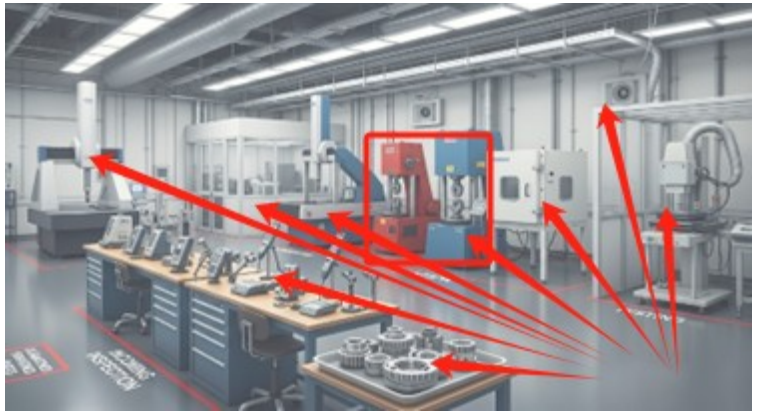
Present the Company Overview

Start Tour with Safety Guidelines

Guide Tour and Provide Insights

Conclude the Tour

LET’S REVIEW THE HOMEWORK OF THE LAST LECTURE



WORD MATCHING - POSITIONAL WORDS FOR GUIDING

□□□ - □□□□□□□□

Note: 將左欄的中文詞彙與右欄的英文意思配對

- ✓ The meeting room is **across** the hall.
- ✓ The exit is **behind** you.
- ✓ The breakroom is **next to** the work area.
- ✓ Look at the sign on the **top** of the machine.
- ✓ Go **down** these stairs.
- ✓ Turn **left** here.
- ✓ The office is just **around the corner**.
- ✓ The door is on your **right**.
- ✓ The toilets are **near** here.
- ✓ Walk **straight ahead** to the end.
- ✓ The control room is **on the left**.
- ✓ The button is at the **bottom** of the screen.
- ✓ Go **up** to the next floor.
- ✓ The main screen is in the **center** of the room.

RE-ARRANGE THE WORDS TO MAKE THE CORRECT SENTENCE

to / Cooper Standard/ Welcome / Good morning!
the / I'm / Marketing Manager / Alex Chen
on your tour / today / guiding you / I'll be
have a seat / over here / Please
some coffee, tea, / or water? / offer you / May I
our / Production Supervisor / Mr. David Lee / This is
our / you will see / On your left, / Packaging Department
Logistics Center / we have / Over there, / our
about / The tour / 45 minutes / will last
for visiting / today / Thank you / us

Good morning! Welcome to Cooper Standard.

I'm Alex Chen, the Marketing Manager.

I'll be guiding you on your tour today.

Please have a seat over here.

May I offer you some coffee, tea, or water?

This is Mr. David Lee, our Production Supervisor.

On your left, you will see our Packaging Department.

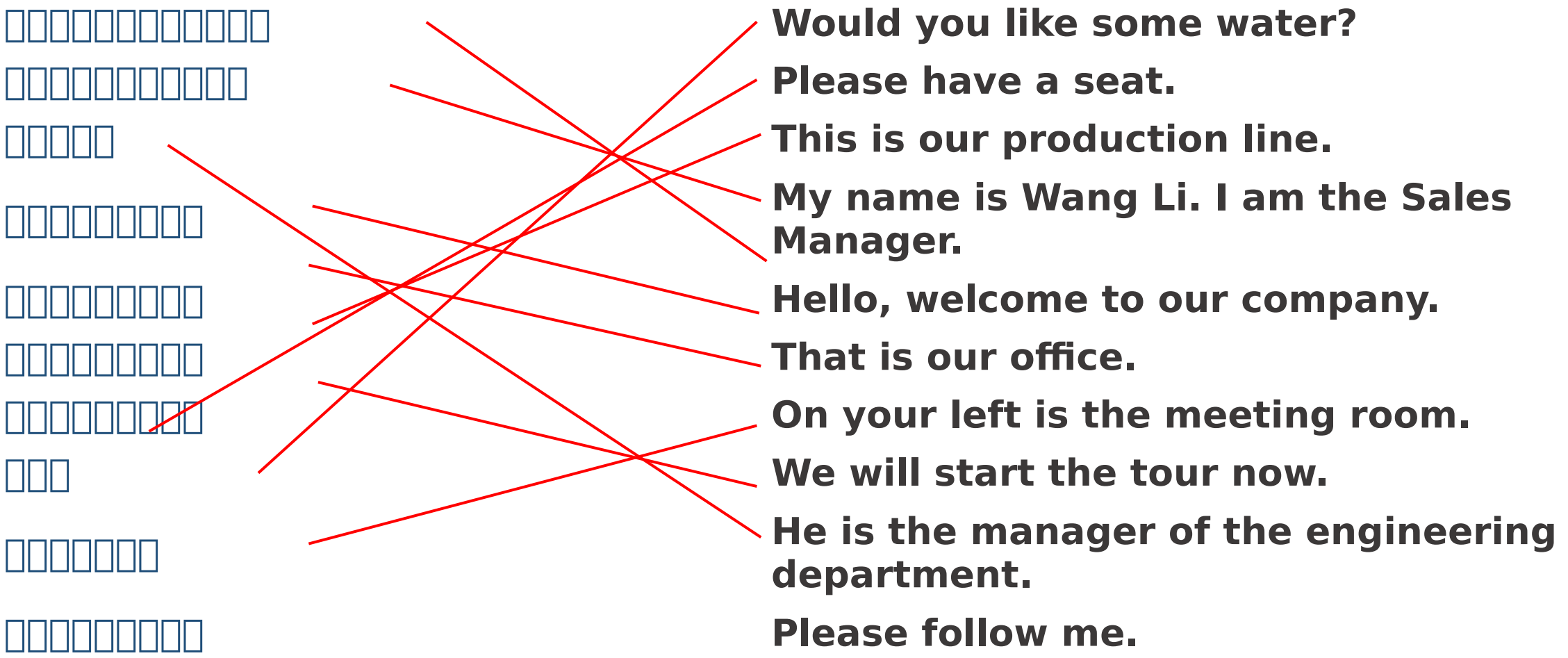
Over there, we have our Logistics Center.

The tour will last about 45 minutes.

Thank you for visiting us today.

CHOOSE THE CORRECT ENGLISH TRANSLATION OF THE CN SENTENCE

□□□□□□□□□□□□□



LISTEN TO THE RECORDING AND SELECT THE SENTENCE YOU HEARD

A. In the distance, you can see our new facility.
B. Please stay on the marked path.
C. We are now walking through the main corridor.
D. Feel free to take photos.
E. That machine is used for assembly.
F. Behind me is the staff break room.
G. The visitor entrance is over this way.
H. Let me show you our reception area.
I. The manager's office is upstairs.
J. You can see the control panel on the left.

INTRODUCING → GUIDING → ENDING

Good morning, ladies and gentlemen. Could I have your attention, please? Welcome to Cooper Standard. My name is Mary, and I will be giving you a tour of the installations, offices, plant, and factory. The tour will last about thirty minutes. If you're ready, we can start now. Kindly follow me. For your safety, please put on these safety goggles and a hard hat. Please stay within the marked walkways and be mindful of the moving equipment.

□□□□□□□□□

INTRODUCING → **GUIDING** → **ENDING**

I. Well, that concludes our tour. I hope you have enjoyed it and have found it interesting and informative. If you have any further questions, I should be very happy to answer them now.
II. On behalf of (company name) and myself, I should like to thank you all for visiting us today. I wish you all a very pleasant journey home.
III. So, that's the end of our tour. I hope you've enjoyed it. If you don't have any questions we will move to the meeting room and have some snacks.

IV. □□□□□□□□□□

STEPS FOR GUIDING A COMPANY TOUR PERFECTLY

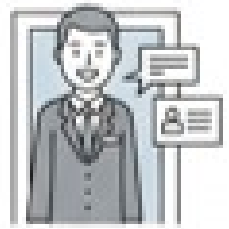
01

BUSINESS ENGLISH

LECTURE 8

Pre-Visit Preparation

Welcome & Brief Introduction



Introduce Yourself

Introduce the Visitor

Introduce Key Personnel and Assistants

Present the Company Overview

Start Tour with Safety Guidelines

Guide Tour and Provide Insights

Conclude the Tour

LET’S REVIEW THE HOMEWORK OF THE LAST LECTURE

1. C
2. B
3. C
4. C
5. B
6. False
7. False
8. True
9. True
10. game

1. How was your trip ~~over~~?

2. It's truly a pleasure to meet you both, Mrs. Wang and Mr. Zhang. *(repeated twice)*

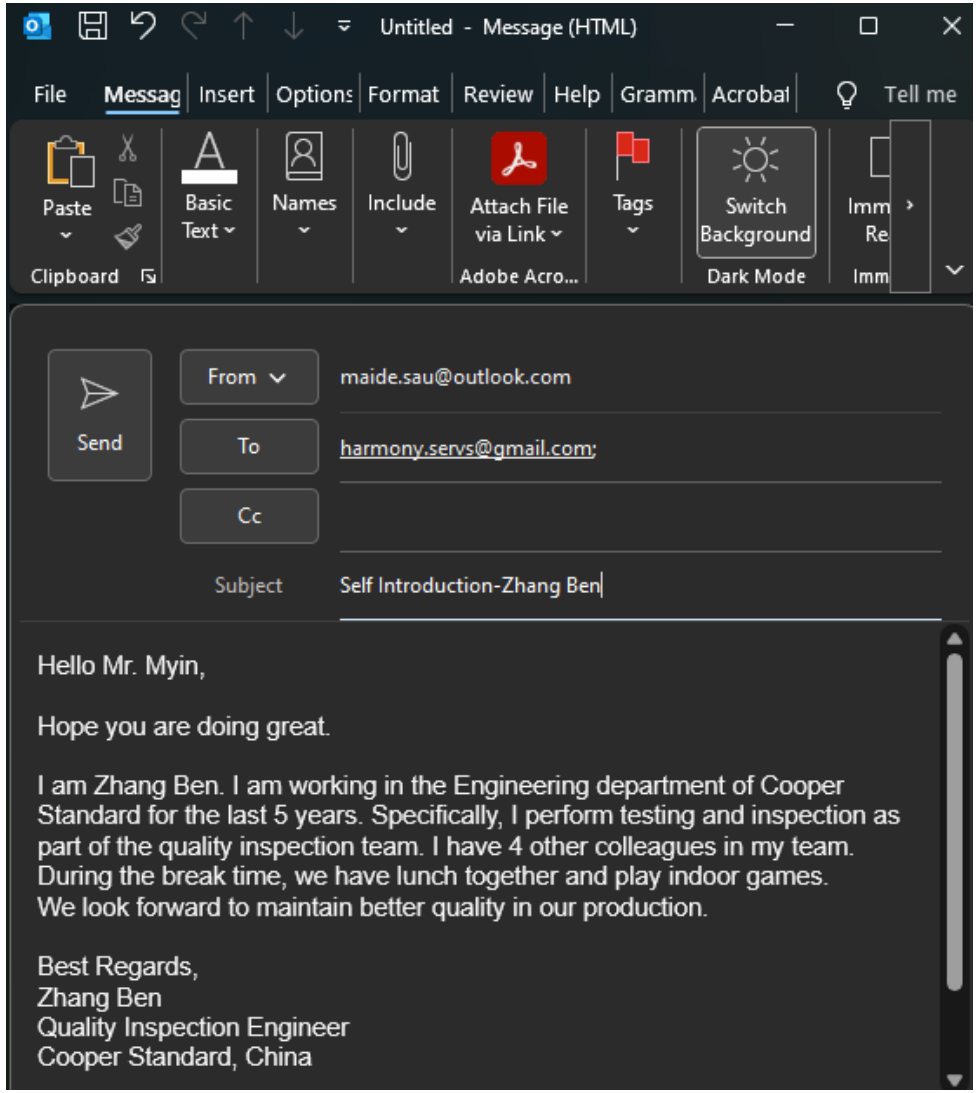
3. Welcome, Mr. Smith to our automobile assembly line. We are one of the biggest production line in Shenyang.

4. Nice to meet you as well. You will definitely like to see our efficient workspace, which is one of the best in

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□ 10 □□□□□□□□□□□□□□□□□□□□

Now, group yourselves according to your departments.
For example: Finance, HR, Engineering etc.
Then check each other's words and review them which you compiled earlier.
I will pass by each group to check; hear you say the words and then help if mistakes in pronunciation.

EMAIL WRITING
Self Introduction



Now the final task:

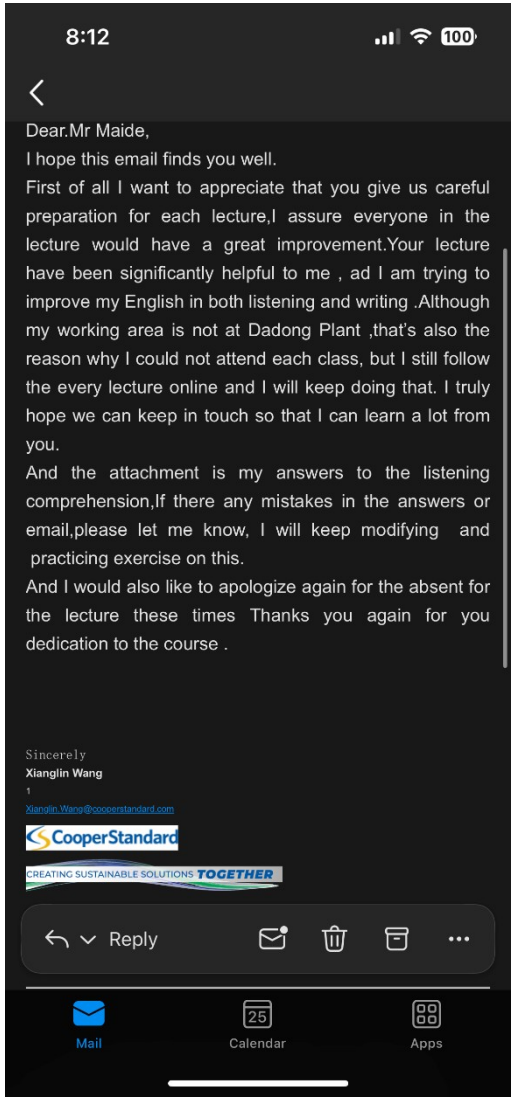
Each of you try to write a professional English Email. I attached a demo in the picture but you try to write in a much better way. The email should introduce you, your department, your workspace, your team, your job and vision.

You can first write in Chinese, then try to make it English or translate and then review it, understand it and then send the email to me at maide.sau@outlook.com or share in WeChat.

□□□□□□□□□

□□□□□□□□□

NOTICE
Thanks for Submitting Homeworks!



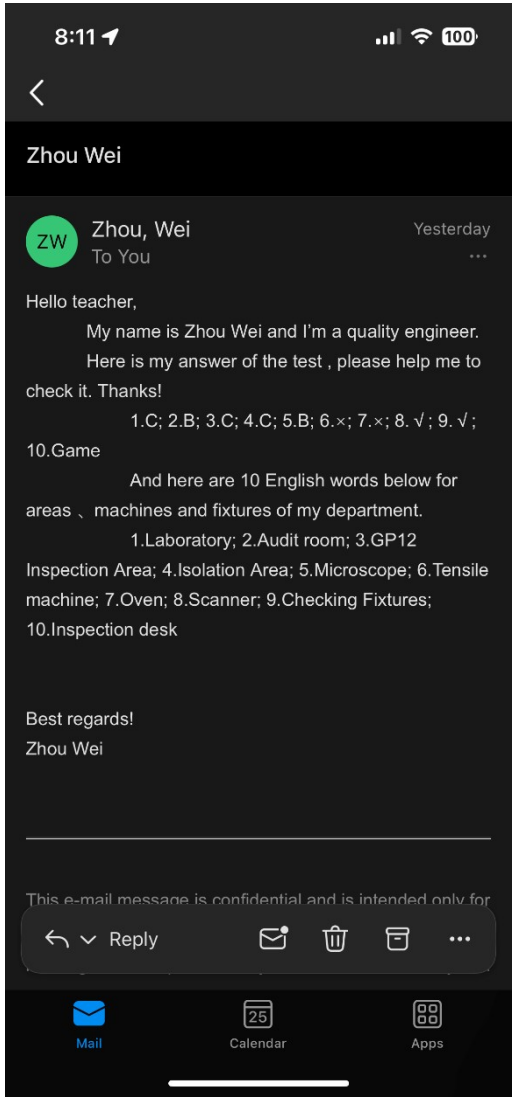
April Zhao

Test answers

1. C
2. B
3. Nothing offered
4. C
5. B
6. False
7. False
8. True
9. True
10. Game

Ten work-related vocabulary words

1. Recruitment（招聘）
2. Onboarding（入职）
3. Performance Appraisal（绩效评估）
4. Compensation（薪酬）
5. Training & Development（培训与发展）
6. Succession Planning（继任计划）
7. Employee Engagement（员工敬业度）
8. Labor Relations（劳动关系）
9. Talent Management（人才管理）
10. Interview（面试）



NOTIC
E!

TODAY'S LECTURE PLAN
□□□□□□□

01

BUSINESS ENGLISH

LECTURE 9

□□□□□□□

LET'S SEE AN EXAMPLE TEAM MEETING CONVERSATIO
□□□□□□□□□□□□□□□

□□□□□□□□□□□□□□

Mr. Wang (Engineer): I think we should add more safety signs in the workshop. I noticed many minor accidents in recent days!	□□□□□□□□□□□□□□□

□□□□

□□□□□

AGREEING
□□

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□ / □□□□□□□□□□□□□□□□□□□□

DISAGREEING
□□□

I don’t think so, because the part is still working well.	□□□□□□□□□□□□□□□□□□□□
I’m not sure about that, maybe we should test it again.	□□□□□□□□□□□□□□□□□
I think this is not the right way, we might waste time.	□□□□□□□□□□□□□□□□□□□□□
I don't fully agree, we need more data first.	□□□□□□□□□□□□□□□□□
I have some concerns about the supplier’s quality.	□□□□□□□□□□□□□□□□
I have a different opinion, I think the old method is better.	□□□□□□□□□□□□□□□□□
May I offer a different opinion? I think we should wait for the manager.	□□□□□□□□□□□□□□□□□□□□□□□
I respectfully disagree, we don’t have enough workers for this.	□□□□□□□□□□□□□□□□□□□□□□□
I’m afraid I disagree, the new design is too complex.	□□□□□□□□□□□□□□□□
You have a point, but we still need to follow	□□□□□□□□□□□□□□□□□□□

□□□□□

□□□

INSTRUCTIONS

□□□□□□□□□□□□

PAIR WORK 1 – SAFETY CHECK TIME

“I think we should do safety checks at the start of every shift, not at the end. This way, workers know the machines are safe before using them.”

□□□□□□□□□□□□

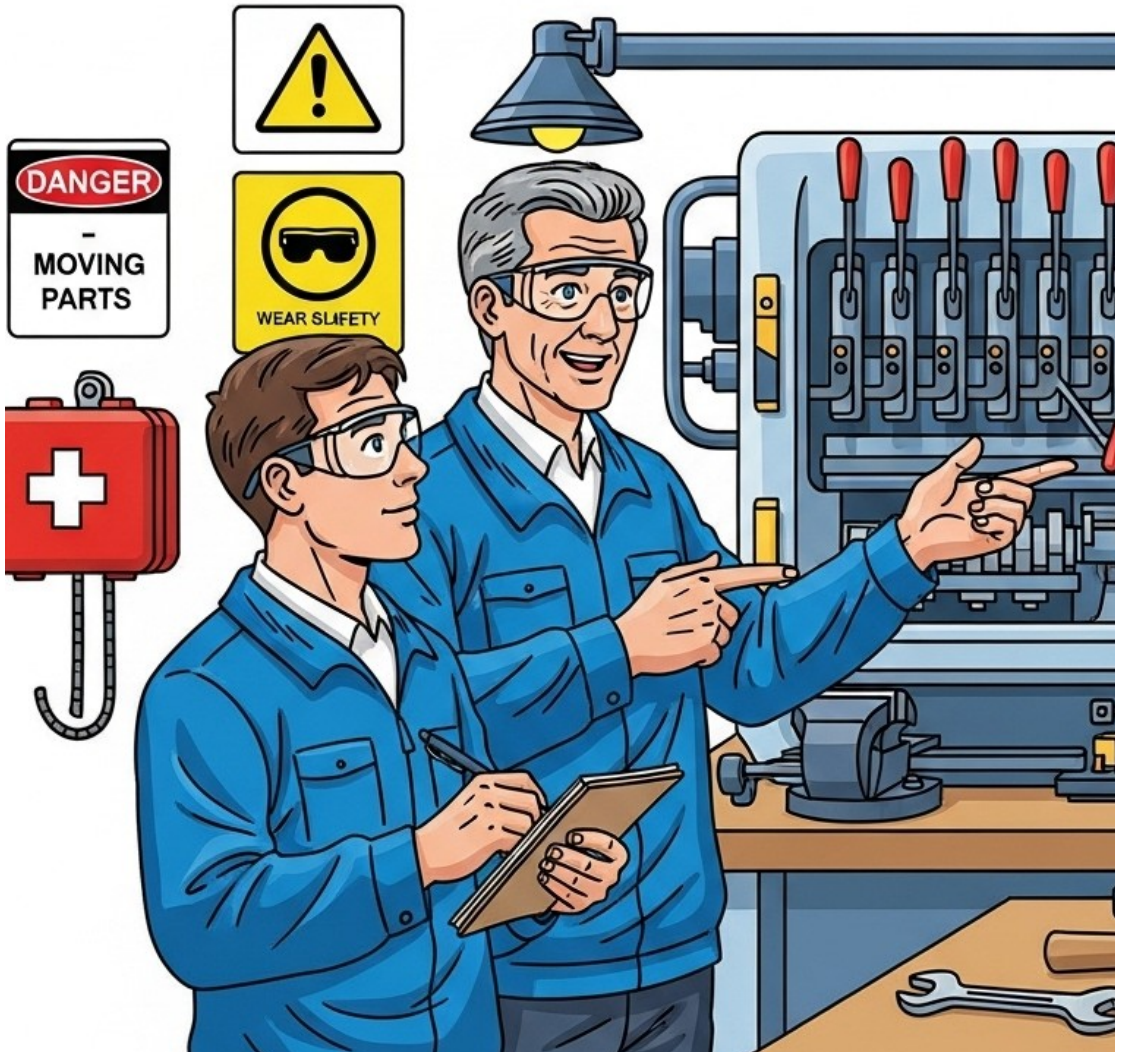
PAIR WORK 2 – PART STORAGE LOCATION

“I believe we should store small parts closer to the production line. It can save walking time and make the workflow faster.”

□□□□□□□□□□□□

PAIR WORK 3 – NEW WORKER TRAINING

“I feel new workers should get 3 days of hands-on training before working on the actual machine. It will help reduce mistakes.”



□□□□□□□□□□□□

TODAY’S LECTURE PLAN
□□□□□□□

01

BUSINESS ENGLISH

LECTURE 10

□□□□□□□

WHAT HAPPENS IN A TYPICAL TEAM MEETING?

□□□□□□

米域我
不受健康
你什么請吗?
我么是
不道我
我思急····

□□□□□□□□□□

□□□□□□□□□□

CHINESE TO ENGLISH TRANSLATION MATCHING

□□□□□ 10 □□□□□□□□□□□□□□□□ 15 □□□□□□□□□□□□□□□□□
□□□□ 5 □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

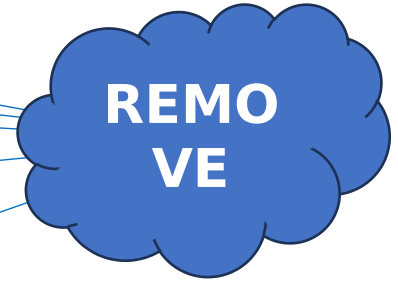
1. □□□□□
2. □□□□□□
3. □□□□□□□□
4. □□□□□□□□□□□□□□□□□□□□
5. □□□□
6. □□□□□□
7. □□□□
8. □□□.....□□
9. □□□□
10.□□□□□

A. In my opinion
B. I have a suggestion
C. Could you clarify?
D. I completely agree
E. You’re right
F. I respectfully disagree
G. Can you give an example?
H. What I mean is
I. That’s a good idea
J. Do you mean…?
K. If we make the change tomorrow, would that work for you?
L. How about we…?
M. I don’t think so
N. Let me explain
O. I feel the same way

REARRANGING SENTENCE

□□□□ 10 □□□□□□□□□□□□□□□□□□□□□□□□□□□ 5 □ □□ □□□□
□□

1. opinion / in / my / we / need / more / safety
2. explain / me / let / change / why / should / supplier / we
3. agree / I / with / you / am
4. think / so / don’t / I / very
5. have / suggestion / a / I / big
6. give / you / can / an / example
7. right / so / you’re
8. mean / I / what / is
9. we / if / tomorrow / the / change / make / what
10. completely / I / agree / totally



SENTENCE TRANSFORMATION EXERCISE

□□□

(Affirmative → Negative / □□□ → □□□) **We need more workers in this station.** □□□□□□□□□□□□□□□□
(Negative → Affirmative / □□□ → □□□) **I don’t think this is the right way.** □□□□□□□□□□□□
(Assertive → Interrogative / □□□ → □□□) **We should test the machine today.** □□□□□□□□□□□□□
(Interrogative → Assertive / □□□ → □□□) **Can we add one more worker here?** □□□□□□□□□□□□□□□
(Opinion → Suggestion / □□ → □□) **I think we should check the machines more often.** □□□□□□□□□□□□□□□□
(Suggestion → Opinion / □□ → □□) **How about checking the parts in the morning?** □□□□□□□□□□
(Agree → Disagree / □□ → □□□) **That’s right, the noise level is too high.** □□□□□□□□□□□
(Disagree → Agree / □□□ → □□) **I’m afraid I disagree; the new design is too complex.** □□□□□□□□□□□□□□□□
(Order → Request / □□ → □□) **Move the toolbox closer to the machine.** □□□□□□□□□□□□□□□
(Request → Order / □□ → □□) **Could you give me an example?** □□□□□□□□□□

GIVE RESPONSE TO STATEMENTS

□□□

Agree (□□)	The factory should improve lighting in the workshop. □□□□□□□□□□□□
Disagree (□□□)	The current safety rules are enough for the workers. □□□□□□□□□□□□□□□□□□
Question (□□)	We will finish the project by next month. □□□□□□□□□□□□□□□
Negotiate (□□)	The break time should be shortened to 10 minutes. □□□□□□□□□ 10 □□□
Suggestion (□□)	We need to check the quality of all incoming materials. □□□□□□□□□□□□□□□□
Agree (□□)	Using automatic tools can improve production speed. □□□□□□□□□□□□□□□□

Negotiate (□□)	Let’s delay the delivery deadline by one week. □□□□□□□□□□□□□□
Suggestion (□□)	I think we should add more safety signs around the factory. □□□□□□□□□□□□□□□□□□□□
Agree (□□)	The noise in the factory affects worker concentration. □□□□□□□□□□□□□□□□
Disagree (□□□)	We don’t need to increase the number of workers. □□□□□□□□□□□□
Question (□□)	Can we use the new software starting next week? □□□□□□□□□□□□□□□□
Negotiate (□□)	We should change the supplier for better quality.

MOCK MEETING PRACTICE

□□□

1. Drinking coffee improves work performance.
   □□□□□□□□□□□□□
2. Remote work increases productivity.
   □□□□□□□□□□□□□
3. Safety training should be every month.
   □□□□□□□□□□□□□□□
4. Automatic tools reduce errors in production.
   □□□□□□□□□□□□□
5. Break time should be longer by 15 minutes.
   □□□□□□□□□ 15 □□□□

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□“□□□□□□□□”
□□□□□□□□□□□□□□□
□□ PPT □□□□□□□□□

Person A (Agrees): I agree. Eating rice makes people fat.

Person B (Disagrees & Clarifying): No, I don’t agree. Rice gives energy and is not always bad.How much rice do you eat?

Person A (Giving Explanation): I eat a lot. Maybe I should eat less.What if we eat rice with vegetables?

Person B (Negotiation): That is good. Eating rice with vegetables is better.

Person A (Questioning or Clarifying): So rice is okay if we eat less and eat healthy food.

Person B (Finishing with Agree): Yes, I

A □□□□□□□ □□□□□□□□□□□□

B □□□□□□□□□□□ □□□□□□□□□□□□□□□□□□□□

NEXT WEEK'S LECTURE PLAN
□□□□□□□

Next week, we will have a review of the 10 lectures we have completed so far. I hope to see more of you in class and encourage you to ask any questions about these lectures before we move on to the next phase of our series. Please set aside at least **one hour to go through the PPTs, complete any unfinished assignments, review and practice the content, and identify your weak points**. Let me know if you would like an extra class on any of these topics. Thank you.

□□□□□□□□□□□□□□□ 10 □□□□□□□□□□□□□□□□□□
□□□□□□□□□□□□□ 10 □□□□□□□□□□□□□□□□□□□
PPT □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
□□□□□□□□□□□□□□□□□□□□□□□□

REVIEW OF LECTURE 01
□ 01 □□□

In Lecture 1, I explained how learning Business English can benefit you, how it differs slightly from casual English, and why cross-cultural communication is so important when interacting with people from different countries.

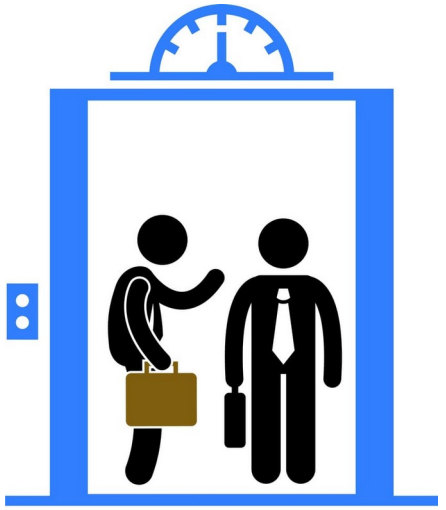
□□□

REVIEW OF LECTURE 01
□ 01 □□□

INTRODUCING YOU!
ELEVATOR PITCH

FORD | **5Ws** | **SOFTEN**

VERBAL | NON-VERBAL



Hi, I'm Zhang Wei from Shanghai (**Family**), a senior software engineer at ByteDance (**Occupation**). I enjoy team sports and photography (**Recreation**), and I hope to develop AI-driven solutions for global markets in the future (**Dreams**).“

I'm Hao Meng (**Who**), an engineer at Cooper Standard (**Where**) for 5 years (**When**), ensuring continuous success in automotive parts production (**What**) to maintain high-quality standards (**Why**).

SOFTEN (**Smile**, **Open Posture**, **Forward Lean**, **Tone of Voice & Touch**, **Eye Contact**, **Nod**)

"Customers form 10 impressions of you in the first 5 seconds."

□□□

REVIEW OF LECTURE 02
□ 02 □□□

□□□

DAVID. Hi, good morning.

JOHN. Hello.

DAVID. I am David. May I ask your name, please?

JOHN. Sure! I am John. Nice to meet you, David.

DAVID. Pleasure meeting you, John. How's everything?

JOHN. Very well. How about you?

DAVID. Not bad, thank you. I don't think you've met Mrs. Jennie.

JOHN. Hello, Jennie. I am from the QC department. Nice to meet you.

JENNIE. Nice to meet you too, John. I recently joined Cooper Standard in the HR department.

DAVID. I have to go, guys. See you later.

JOHN. Thanks for your time, David. Have a good day!

DAVID. All right, bye.

JENNIE. See you.

在第二讲中，我们学习了商务问候和自我介绍的基本英语表达。由于每一次对话都是从这一步开始的，如果你还没有记住足够的短语，请务必复习课程。只要你能够把问候和自我介绍做好，就能给对方留下良好的印象，并获得积极的反馈。

□□□

REVIEW OF LECTURE 03
□ 03 □□□

□□□

REVIEW OF LECTURE 04
□ 04 □□□

English Sentence	□□□□	□□□□□□□□□□
Affirmative: She is **happy**.	□□□□□	□□□□□□□ (is) □□□□□□□□□□□□□□□□□ □ □□□□□□□□□
Negative: He is **not** a		□□
Singular: This is a **bo**		□□
Plural: These are **bo**		□□□□□□□
Interrogative: **Are** yo student?		□□□□□□□□□□□□□□ □□
Request: Please **ope**		□□□□□□□□□□□□□
Present: I **study** Eng		□□□□□
Past: I **studied** Engli yesterday.		□ (□□) □ □ □□□□□□
Future: I **will go** tom		□□) □□□□□
Article & Preposition: She is in **the** park.	□□□□□□	□□□□□□□ (**the**) □□□ in □□□□□□□□□□□□ □ + □□ + □□

□□□□□□□□□□□□□□□□

TOPIC	ENGLISH SENTENCE EXAMPLE	CHINESE SENTENCE EXAMPLE	EXTRA EXAMPLES
Punctuation	She said, **"I will come tomorrow."**	□□□“□□□□□□”□□□□□□

Capitalization means using capital letters (A, B, C, etc.) at the beginning of words in specific situations. In English, we use capital letters at the start of sentences and for proper nouns, like names of people, places, and holidays. The pronoun "I" is always capitalized. We will learn a technique named "MINTS" for capitalization in writing.

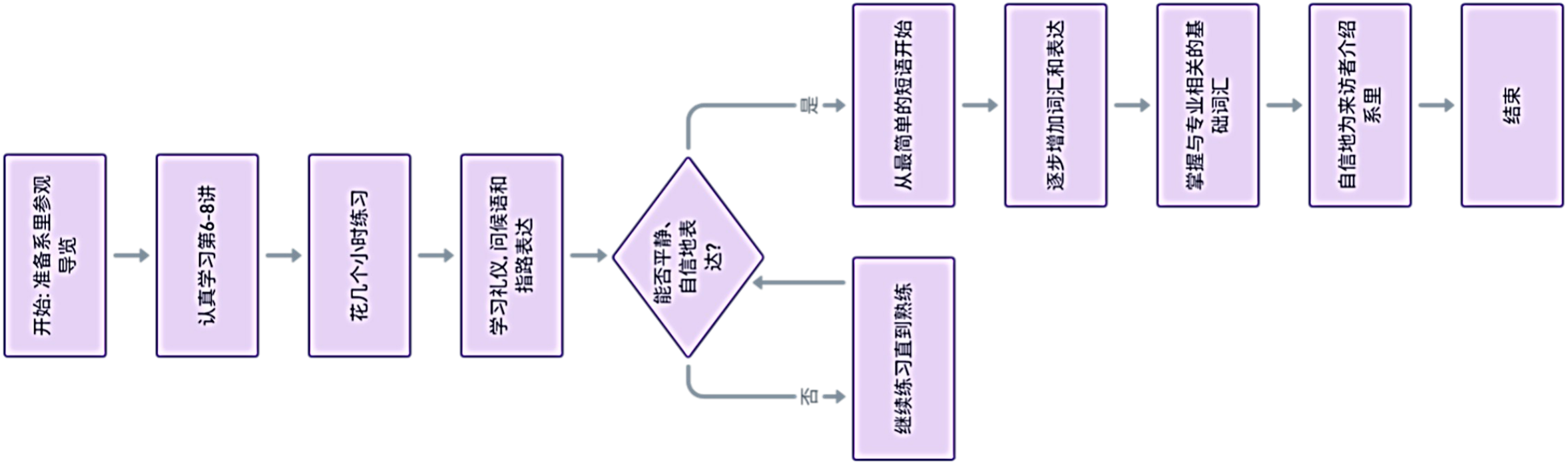
□□□□□□□□□□

□□□□□□□□□□□□□□□□□□□□□□□□□□ A □ B □ C □□□□□□□□□□□□□□□□□□□□

REVIEW OF LECTURE 6-8
□ 6-8 □□□

REVIEW OF LECTURE 6-8
□ 6-8 □□□

REVIEW OF LECTURE 6-8
□ 6-8 □□□



If you study lectures 6–8 carefully, you'll be able to give a tour of your department with ease. Focus on basic etiquette, greetings, introductions, and directions. Don't try to memorize everything—start with simple phrases, speak them clearly and confidently, then gradually expand your vocabulary. Having the key terms related to your field will make describing things much easier.

WHAT HAPPENS IN A TYPICAL TEAM MEETING?

10

□□ 9 □□ 10 □□□□

Mr. Wang (Engineer): I think we should add more safety signs in the workshop. I noticed many minor accidents in recent days!	□□□□

AIRPORT SURVIVAL ENGLISH

When you go to a foreign country, at a foreign airport, you need to speak basic English phrases to guide you through the Check-in process, immigration security check and boarding

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

□□□□□□□□□□□□□□

02

BUSINESS ENGLISH

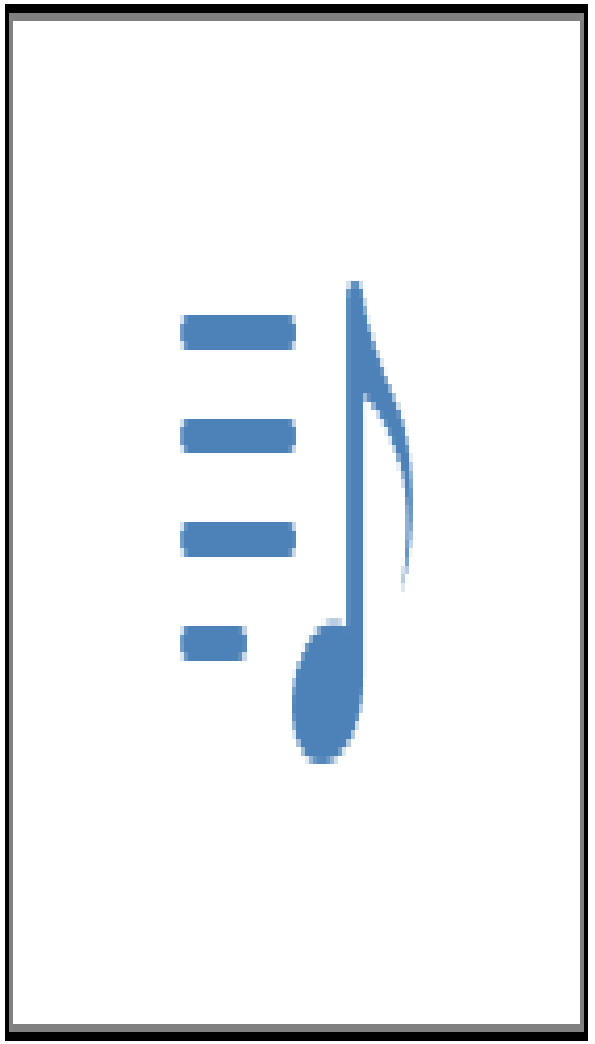
LECTURE 13

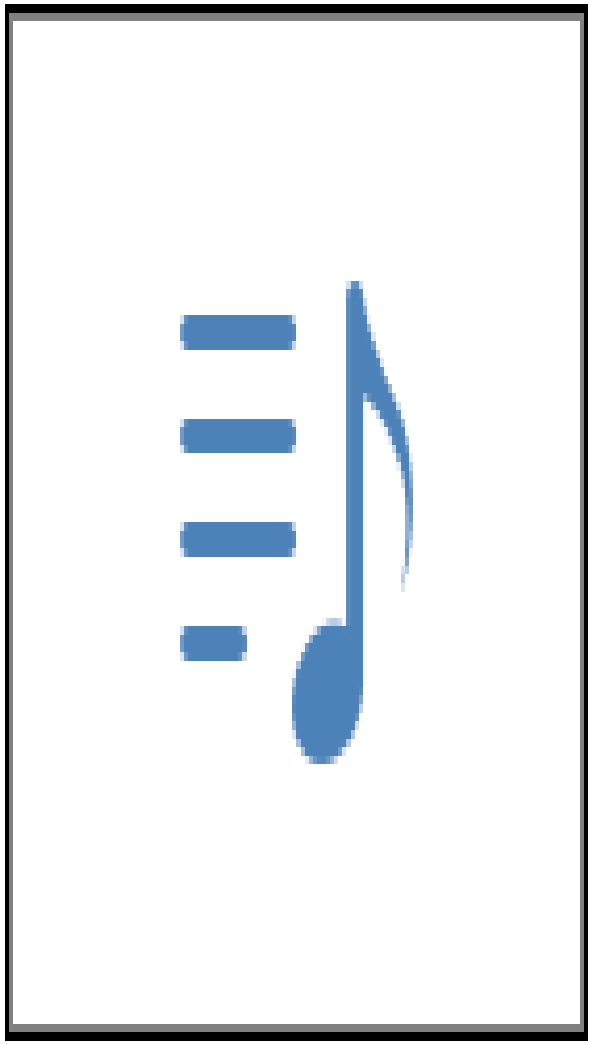
□□□□□□□□□□□□□□□□□□□

□□□□□□□□□□□□□□□□□□□

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

□□□□□□□□□□□□□





ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

□□□□□□□□□□□□□

English	□□
I’d like to check in, please.	□□□□□□□□□
Here is my passport / ID / ticket.	□□□□□□ / □□□ / □□□
Can I have a window seat / aisle seat, please?	□□□□□□□□ / □□□□□□□□
Can I check in my luggage?	□□□□□□□□□
How many bags am I allowed?	□□□□□□□□□□□
Do I need to pay for extra baggage?	□□□□□□□□□□
This is my carry-on bag.	□□□□□□□□□
Is my luggage going directly to [final destination]?	□□□□□□□□□□ [□□□□□] □□
Can I get my boarding pass, please?	□□□□□□□□□□□
Is the flight on time?	□□□□□□
Which gate should I go to?	□□□□□□□□□□

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

□□□□□□□□□□□□□

05

BUSINESS ENGLISH

LECTURE 13

□□□□□□□□□□□□□

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

06

BUSINESS ENGLISH

LECTURE 13

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

□□□□□□□□□□□□□

English	□□
Please put your bag on the conveyor belt.	□□□□□□□□□□□
Take out your laptop / liquids / electronics.	□□□□□□□ / □□ / □□□□□□□□
Remove your shoes / belt / jacket, please.	□□□□□ / □□ / □□□
Do you have any liquids, sharp objects, or prohibited items?	□□□□□□□□□□□□□□□□□□
Raise your arms / step forward.	□□□□□ / □□□□
Can you open your bag, please?	□□□□□□□□
Do I need to remove my shoes / belt?	□□□□□□ / □□□□
Is this allowed in my carry-on?	□□□□□□□□□□
This is my laptop / tablet / power bank.	□□□□□□□□□ / □□□□ / □□□□
I don’t have any liquids or sharp objects.	□□□□□□□□□□□

WHAT HAPPENS IN THE IMMIGRATION?

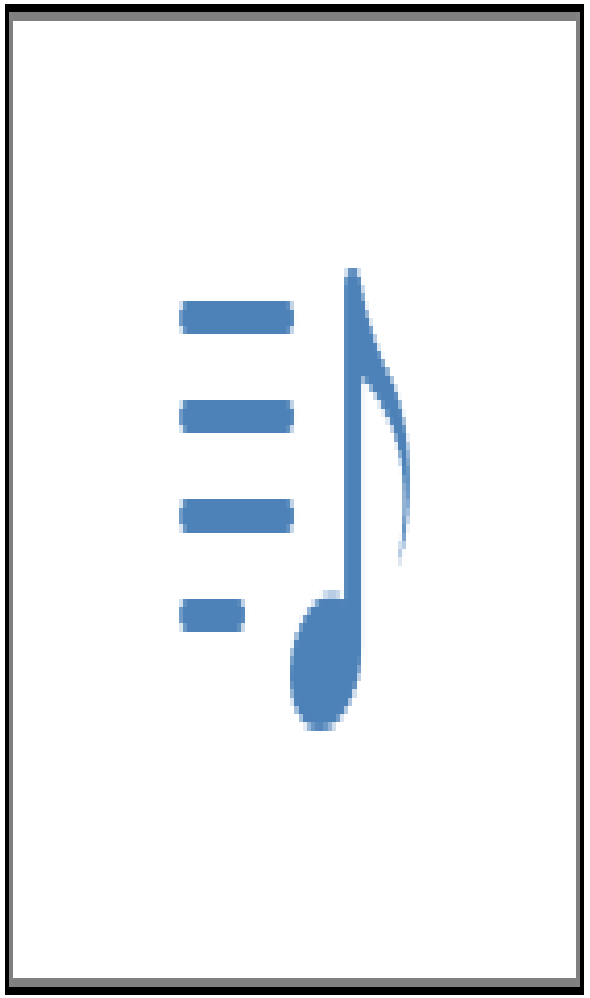
□□□□□□□□□□□□□

ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE

09

BUSINESS ENGLISH

LECTURE 13



ESSENTIAL ENGLISH PHRASES FOR A SMOOTH AIRPOR EXPERIENCE
□□□□□□□□□□□□□

English Question (Officer)	English Answer (You)	□□□□
May I see your passport and visa?	Here is my passport and visa.	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
What is the purpose of your visit?	I am traveling for vacation / business / study.	□□□□□□□□□□□□□□□□□□□□□□□□ / □□ / □□□□
How long will you stay?	I will stay for [X days / weeks].	□□□□□□□□□□□□□□□□□□□□ [X □□ / □□] □□
Do you have a return ticket?	My return ticket is on [date].	□□□□□□□□□□□□□□□□□□□□□□□□□□□ [□□] □□
Where will you stay?	I am staying at [hotel name / address].	□□□□□□□□□□□□□□□□□□□□ [□□□□□ / □□□] □□
Do you have an invitation letter?	This is my invitation letter.	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
Thank you.	Thank you.	□□□□□□□□□□□□□□

In the next class, we will learn useful phrases for taking a taxi, getting around the city, checking into a hotel, basic shopping, and eating at a restaurant. We will also practice what we learned today, so please come prepared.

□□□□□□□□□□□□□

REVIEW OF LAST LECTURE
□□□□□

In the last class, we learned crucial phrases that you need at the airport (for Checking in, Security Check & Immigration) when you travel abroad. Let's have a quick review before we move on to today's lesson.

□□□□□

REVIEW OF LAST LECTURE
□□□□□

02 BUSINESS ENGLISH

LECTURE 14

Check In

Passport

Ticket

Window Seat

Bag

Boarding Pass

Boarding Gate

Laptop

Power bank

Raise your arms

Remove your Shoes

Visa

Purpose of Visit

Invitation Letter

Hotel

Check In	□□□□□□ / □□
Passport	□□
Ticket	□□
Window Seat	□□□□
Luggage	□□
Bag	□
Boarding Pass	□□□
Boarding Gate	□□□
Laptop	□□□□□
Liquid	□□
Power bank	□□□ / □□□□
Raise your arms	□□□□
Remove your Shoes	□□
Visa	□□
Purpose of Visit	□□□□ / □□□□
Return Ticket	□□□
Invitation Letter	□□□
Hotel	□□

REVIEW OF LAST LECTURE

03

BUSINESS ENGLISH

LECTURE 14

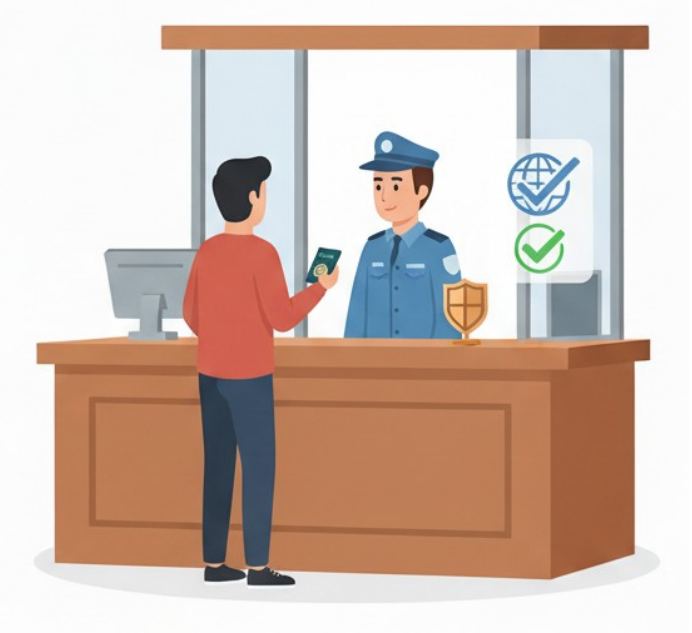
Question / Command (Airport Staff)	Appropriate Answer / Reaction (Passenger)
Please give me your passport and ticket.	Here you are. / Sure, here you go. *(hand over documents)*
Do you have any check in baggage?	Yes, I have one. / No, I only have carry-on.
How many bags do you have?	I have two bags.
Do you want a window seat?	Yes, please. / No, an aisle seat, please.
Please put your bag on the conveyor belt.	*(Places bag on belt)* Sure.
Take out your laptop / liquids / electronics.	*(Takes them out)* Okay.
Remove your shoes / belt / jacket, please.	*(Removes them)* Alright.
Do you have any liquids, sharp objects, or prohibited items?	No, I don't. / Yes, I have some liquids.
Raise your arms / step forward.	*(Raises arms / steps forward)*
Can you open your bag, please?	Of course. *(Opens bag)*
May I see your passport and visa?	Here you are.
What is the purpose of your visit?	Tourism. / Business. / Visiting family.
How long will you stay?	For one week. / For three months.
Do you have a return ticket?	Yes, I do. / No, not yet.
Where will you stay?	At a hotel. / With friends.
Do you have an invitation letter?	Yes, here it is. / No, I don't.
Can I have a window seat?	*(Passenger asks)* Yes, let me check. / Sorry, only aisle seats are available.
What's my seat number?	*(Passenger asks)* Your seat is 12A.
Where is the security check?	*(Passenger asks)* It's straight ahead.
Which way is the immigration?	*(Passenger asks)* To the left.
What time is the boarding?	*(Passenger asks)* Boarding starts at 7:30 PM.

REVIEW OF LAST LECTURE
□□□□□

04

BUSINESS ENGLISH

LECTURE 14



□□□□□

TRAVEL ENGLISH: TRANSPORTATION, DIRECTIONS, AN DAILY NEEDS

□□□□□□□□□□□□□□□□□

01

BUSINESS ENGLISH

LECTURE 14

□□□□□□□□□□□□□□□□□

ACTIVITY INSTRUCTIONS

1. □□□□□
2. □□□□“□□”□□□□□“□□□”□
3. “ □□”□□□□□□□□□□□□
4. “ □□□”□□□□□□□□□□□□

□□□□□□□□□□□ 5 □□□□□□□□□□□□

Example Conversation:

A: Have you ever been on a plane?
B: Yes, I have. I flew to Beijing last year.
A: How was your experience at the airport?
B: It was exciting, but I felt a little nervous during the security check.
C: Did you check in any luggage?
B: Yes, one suitcase. I also had a backpack.
A: Which seat did you choose? Window or aisle?
B: Window seat! I love looking outside.
C: How long was your flight?
B: About two hours. It was smooth.
A: Would you like to travel by plane again?
B: Of course! Next time, I want to go abroad.

TODAY'S LECTURE - WHAT TO EXPECT

□□□□□——□□□□□□

01

BUSINESS ENGLISH

LECTURE 15

In the last two lectures, we learned some basic phrases that we need at the airport and after leaving the airport, such as taking a taxi, getting to the hotel, and asking for directions. In today’s lecture, we will practice these words and phrases through some interactive group activities. The objective is to become more familiar with and confident in using these phrases.

□□□□□□

TODAY'S LECTURE - WHAT TO EXPECT
□□□□□——□□□□□□

02

BUSINESS ENGLISH

LECTURE 15

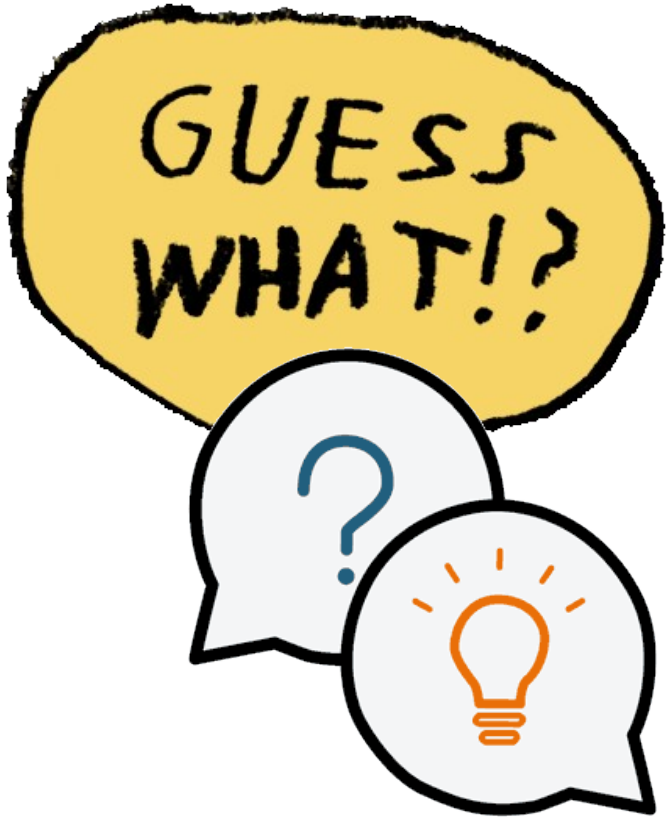
Today, we will do the following activities. All of these will be done in groups, so try to talk to each other and help one another understand, explain, and answer together. We are all practising together, so don't feel stressed.

□□□□□□

An official stamp or document that tells a foreign country the purpose of your visit—often needed for a long business assignment.

□□□□□□□□□□□□□□□□□□□□—□□□□□□□□□□□□□□□

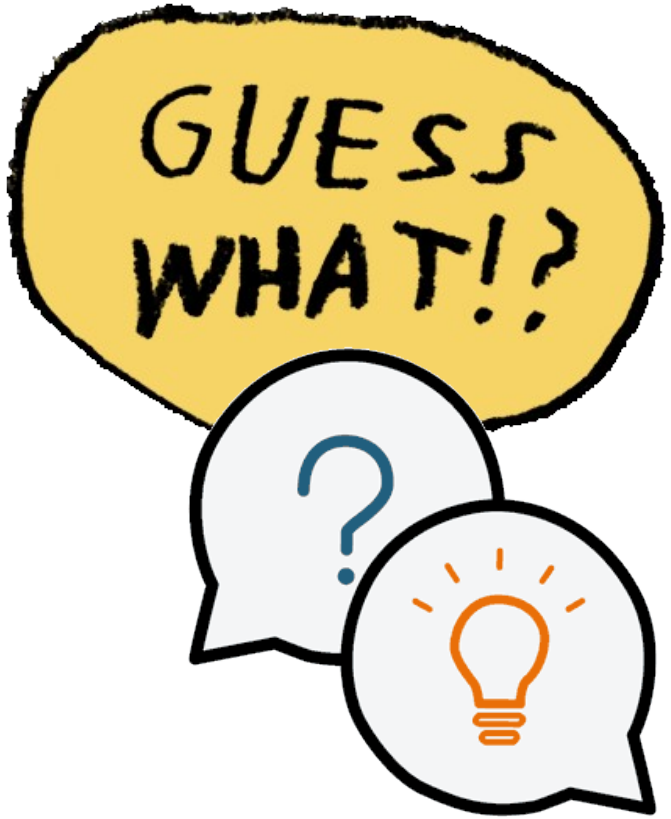
VISA



The proof of purchase for your flight; it contains your booking reference and often your itinerary.

□□□□□□□□□□□□□□□□□□□□□□□□□□□□

TICKET



The essential items you pack for your trip; at the airport, you must decide which of these will be checked versus which will be a carry-on.

□□□□□□

This little piece of paper or digital code tells you your gate number and your seat so you don't miss your flight.
□□□□□□

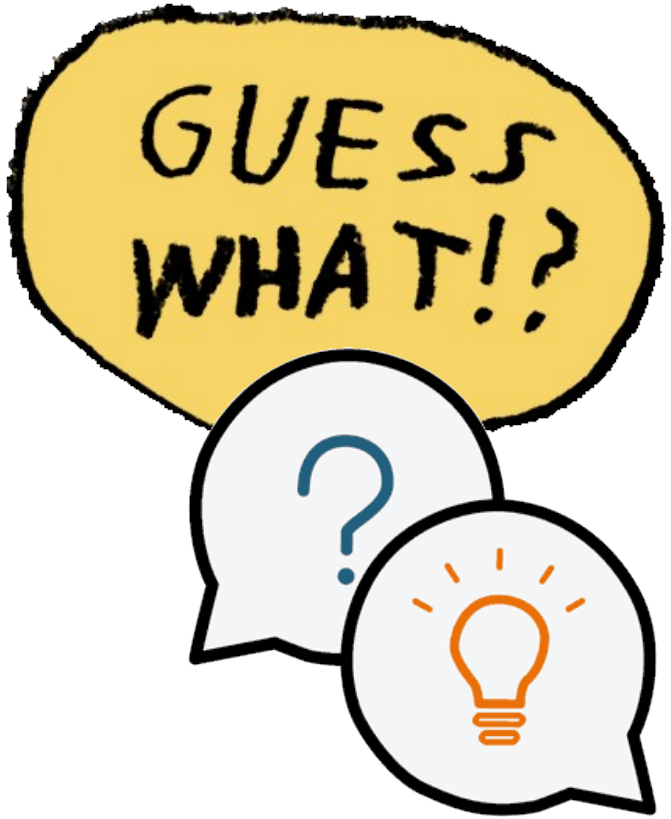
A mandatory process where agents scan your body and bags to ensure you are not bringing any prohibited items onto the plane.

□□□□□□

The first step you take at the airport to confirm your attendance, get your boarding pass, and possibly leave your checked bags

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

CHECK IN

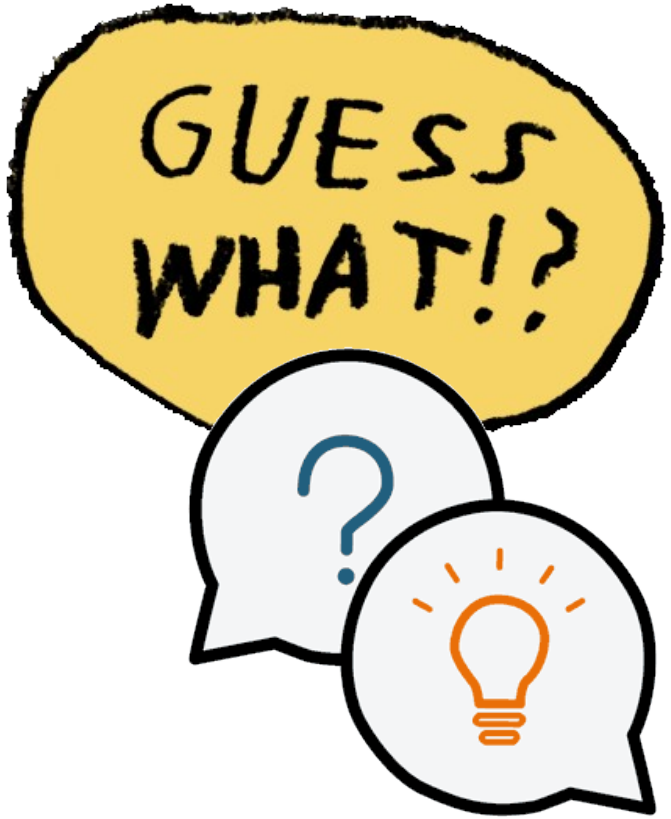


ANSWER THE RIDDLE - GUESS THE WORD

□□□□——□□□□□□

The station you must pass through when entering a foreign country where officials verify your passport and visa.

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□



IMMIGRATION

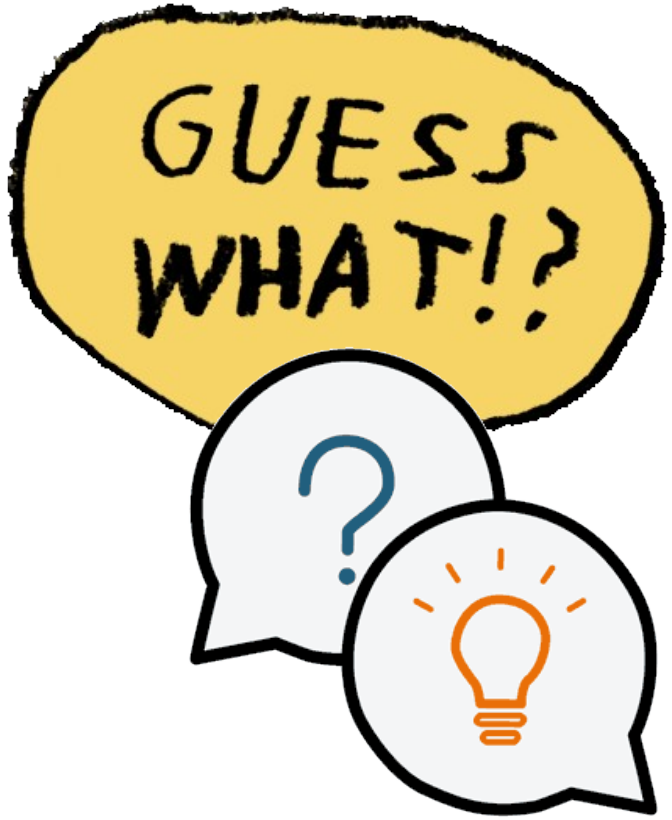
ANSWER THE RIDDLE - GUESS THE WORD

□□□□——□□□□□□

This little blue or red book is what Immigration always asks to see when you enter a new country.

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

PASSPORT

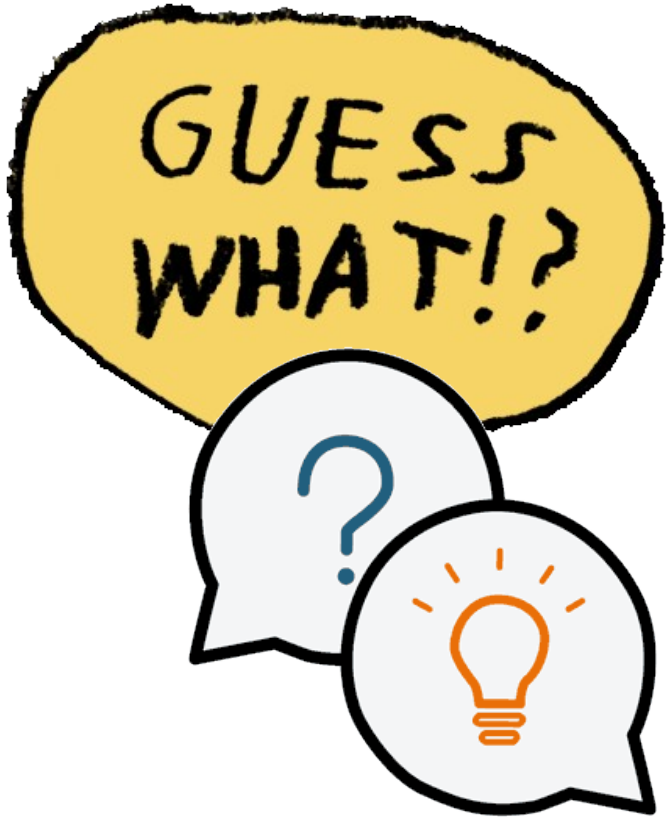


ANSWER THE RIDDLE - GUESS THE WORD

□□□□——□□□□□□

This is the place where you sleep and stay when you are away from home, and where you often check-in at a front desk.

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□



HOTEL

These are two common ways to quickly pay for and travel from the airport to your business meeting in a big city.
□□□□□□

A visual guide, often on your phone, that helps you find the address of the client's office or a street in a new area.

□□□□□□

TELL ME THE NAME FROM THE PICTURE

14

BUSINESS ENGLISH

LECTURE 15

Check In

Visa

Passport

Ticket

Luggage

Taxi

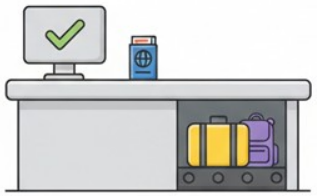
Metro

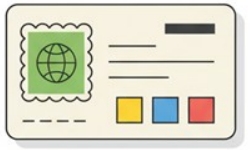
Map

Security Check

Immigration

Boarding Pass





ARRANGE THE WORDS IN SEQUENCE OF PROCESS
□□□□□□□□□

Hotel	Luggage	Boarding Pass
Passport	Visa	Security Check
Taxi/Metro	Map	Check In
Check In	Ticket	Passport
Luggage	Passport	Immigration

□□□□□□□□“ Passport” □□□□□□“ Check-in” □□□□□□ □“ Luggage” □□□□□□□□□□□□□□“ Taxi” □□“ Hotel” □

□□□□“ Passport” □□□□□□□□“ Visa” □□□□□□“ Ticket” □□□□□ □□“ Luggage” □□□“ Map” □□□□□□□□□

□□□□□“ Check-in” □□□□“ Passport” □□□□□□□“ Boarding Pass” □□□□□□□“ Security Check” □“ Immigration” □

ENGLISH SENTENCE MAKING ACTIVITY

WORK IN GROUP

HELP EACH OTHER & DISCUSS

OPNE DISCUSSION ACTIVITY
WORK IN GROUP
HELP EACH OTHER & DISCUSS

YES and NO are the strongest, simplest, and most misused words in business communication. This session will help you use these words with confidence, tact, and clarity.

HOW TO SAY YES & NO CONFIDENTLY AND PROFESSIONALLY?

**YES” □“ NO” □□□□□□□□□□□□□

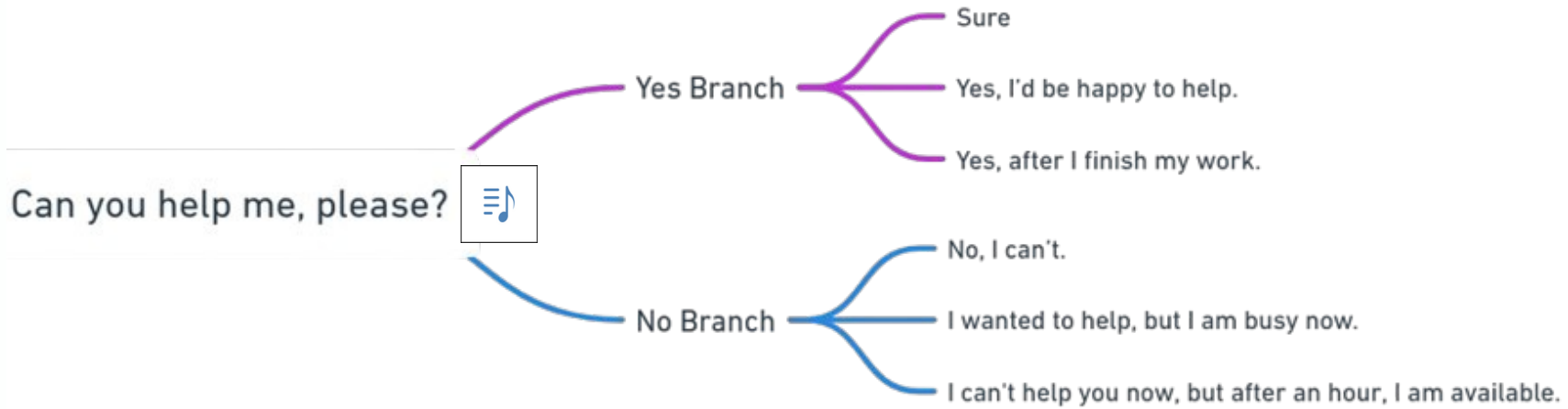
MASTERING DIRECT, POLITE, AND CONDITIONAL YES/N
□□□□□□□□□□□□“ Yes/No” □□□□

Similar to the Chinese language, English also uses various phrases and tones to express "Yes" and "No."

□□□□□□□□□□□

MASTERING DIRECT, POLITE, AND CONDITIONAL YES/N
□□□□□□□□□□□□“ Yes/No” □□□□

DIRECT— □□□□□□□□
POLITE— □□□□□□□□□□□□□
CONDITIONAL— □□□□□□□□□□□□□□□□



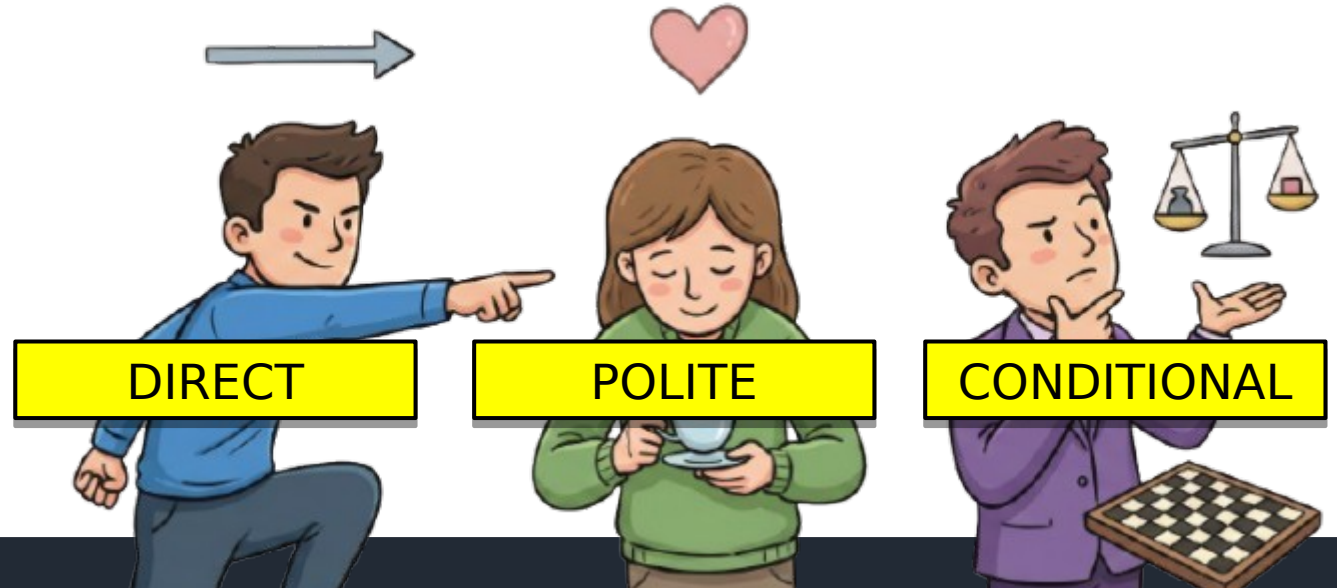
READ THESE THREE SENTENCES AND GUESS WHO SAID WHICH SENTENCE TO CLOSE THE DOOR.

□□□□□□□□□□□□□□□□□□□□□□□□□□

Close the door.

Please, close the door.

If you close the door, I will give you a surprise.



MASTERING DIRECT, POLITE, AND CONDITIONAL YES/N
□□□□□□□□□□□□“ Yes/No” □□□□

Type	Sentence Example	Use Case	Best Used With
Direct YES	Sure(□□) I(□) can(□□) do(□) it(□) □	Used for quick, simple agreement. (□□□□□□□□□□)	Friends, coworkers, family. (□□□□□□□□□)
Polite YES	I(□) agree(□□) with(□) you(□) □	Used in formal or respectful situations. (□□□□□□□□□□□□□□)	Boss, clients, seniors. (□□□□□□□□□)
Conditional YES	Yes(□□) if(□□) we(□□) do(□) it (□) tomorrow(□ □) □	Used when agreeing but setting conditions. (□□“□□□□□□□□”□)	Coworkers, partners, friends. (□□□□□□□□□□□)

MASTERING DIRECT, POLITE, AND CONDITIONAL YES/N
□□□□□□□□□□□□“ Yes/No” □□□□

Type	Sentence Example	Use Case	Best Used With
Direct NO	No(□) I(□) can’t(□□) go(□) □	Used for clear, firm rejection. (□ □□□□□□□□□)	Close friends, family. (□ □□□□□□□)
Polite NO	I’m(□) afraid(□□) not(□□) □	Used when rejecting politely/softly. (□□□□□□□□□□)	Boss, clients, strangers. (□□□□□□□□□□)
Conditional NO	No(□□□) unless(□ □) you(□) help(□) me(□) □	Used for refusal with conditions. (□□□□□□□□□)	Coworkers, friends, negotiation partner. (□ □□□□□□□□□)

BASIC LOGISTICS AND SUPPLY CHAIN ENGLISH PRACTI□□□□□□□□□□□□

01

BUSINESS ENGLISH

LECTURE 18

供应商 (gōng yìng shāng)

工厂 (gōng chǎng)

仓库 (cāng kù)

库存 (kù cún)

运输 (yùn shū)

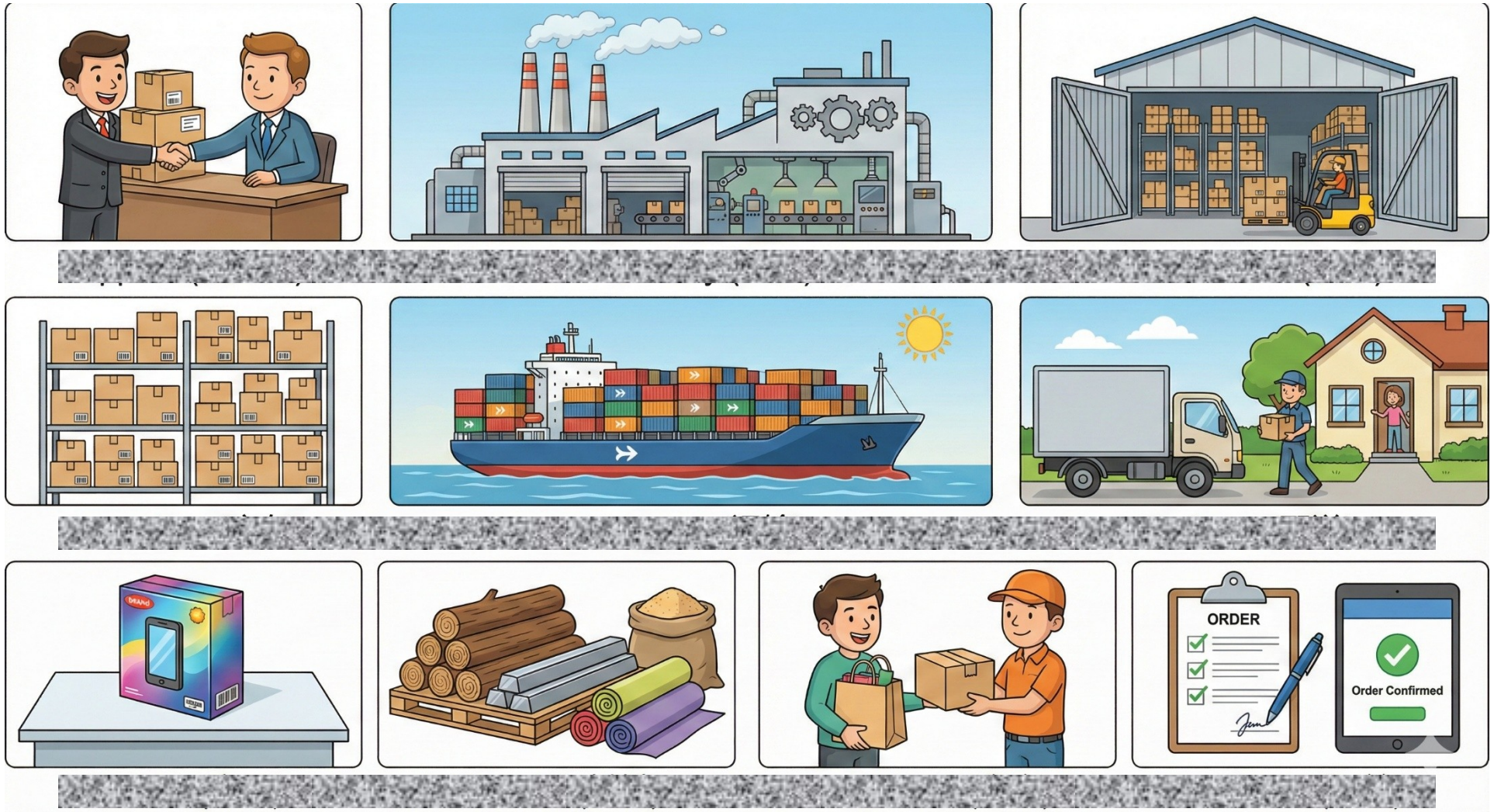
交付 (jiāo fù)

产品 (chǎn pǐn)

材料 (cái liào)

客户 (kè hù)

订单 (dìng dān)



□□□□□□□ 10 □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
Inventory, Supplier, Product, Delivery, Order, Warehouse, Material, Shipping, Customer, Factory

“I coordinate with our supplier, factory, and warehouse every day. It keeps our inventory steady and our shipping on time.”

“I track every delivery and product we manage. That way each customer gets the right material for their order.”

1. “仓库”means...
   A. delivery B. warehouse C. product
2. “供应商”means...
   A. supplier B. customer C. factory
3. “产品”means...
   A. product B. material C. order
4. “客户”means...
   A. customer B. shipping C. warehouse
5. “工厂”means...
   A. warehouse B. factory C. inventory
6. “库存”means...
   A. warehouse B. order C. inventory
7. “材料”means...
   A. product B. material C. delivery
8. “订单”means...
   A. order B. supplier C. factory
9. “交付”means...
   A. shipping B. delivery C. inventory
10. “运输”means...
    A. shipping B. inventory C. product

MCQs Answer Key

1.B, 2. A, 3. A, 4. A, 5. B, 6. C, 7. B, 8. A, 9. B, 10. A

1. We have many _____ in the warehouse.
2. The _____ sends materials.
3. Our _____ makes products.
4. We store products in the _____.
5. We check our _____ every week.
6. _____ time is tomorrow.
7. Please ship the _____ today.
8. We need more _____ to make the produ
9. Where is the _____?
10. The _____ is ready for shipping.

WORD BANK

warehouse, materials, customer, delivery, supplier, product, order, factory, inventory, shipment, packaging, logistics, transport, purchase, container

Fill in the Blanks Answer Key

1. products, 2. supplier, 3. factory, 4. warehouse, 5. inventory, 6. delivery, 7. order, 8. materials, 9. customer, 10. product

□□□□□□□□□□□□

□□□□□□□□□□□□

□□□□□□□□□□□□

□□□□□□□□□□□□□□□□□□□

a) We are.....

b) I can't.....

c) Did you.....?

d) Where is.....?

e) The customer.....

f) .....is empty.

g) .....very late.

h) The....will...tomorrow.

i) Only.....remaining.

j) Who.....?

We are late for delivery.

I can’t find the materials.

Did you check the inventory?

Where is the warehouse?

The customer is waiting.

The warehouse is empty.

The delivery is very late.

The truck will arrive tomorrow.

Only one order remaining.

在今天的课堂上，我们将学习四个内容

基本电话交流

标准英语报告结构

简单句、复合句和并列句练习

一些英语发音训练与绕口令

English Lesson
Telephone calls

Starting a phone conversation

Hi, this is "John"
May I speak with "John Barry" (formal)
Is "John" there? (Informal)
Hi, I'm calling you about...
I'm returning your call.

Putting the phone call on hold

One moment, please (formal)
Hang on a sec (Informal)

Finishing a phone conversation

He's not here. Would you leave a message?
Could you ask him to call me back?
Thanks for calling.

TELEPHONE COMMUNICATION BASICS
□□□□□□

03 BUSINESS ENGLISH

LECTURE 19

□□□□

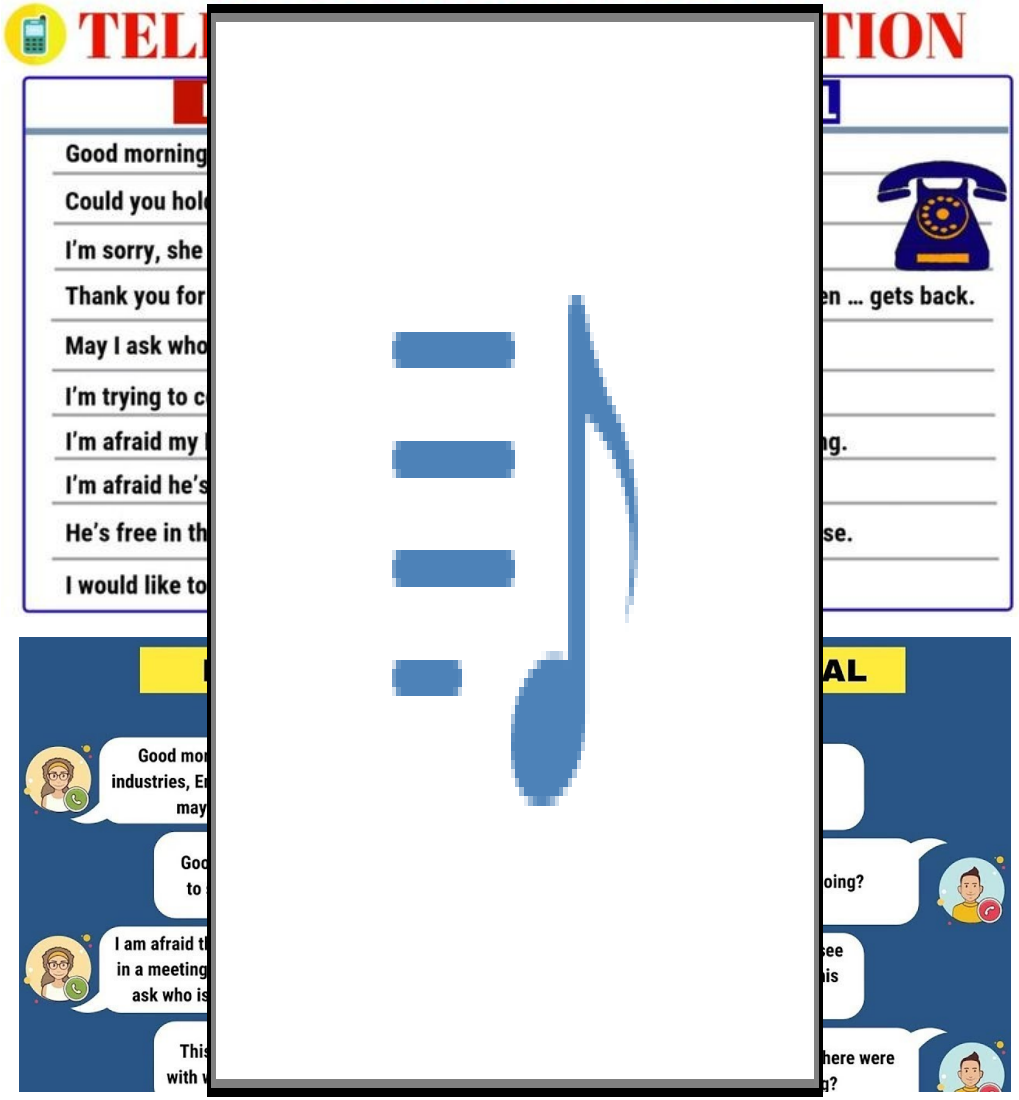
□□□□□□

TELEPHONE COMMUNICATION BASICS
□□□□□□

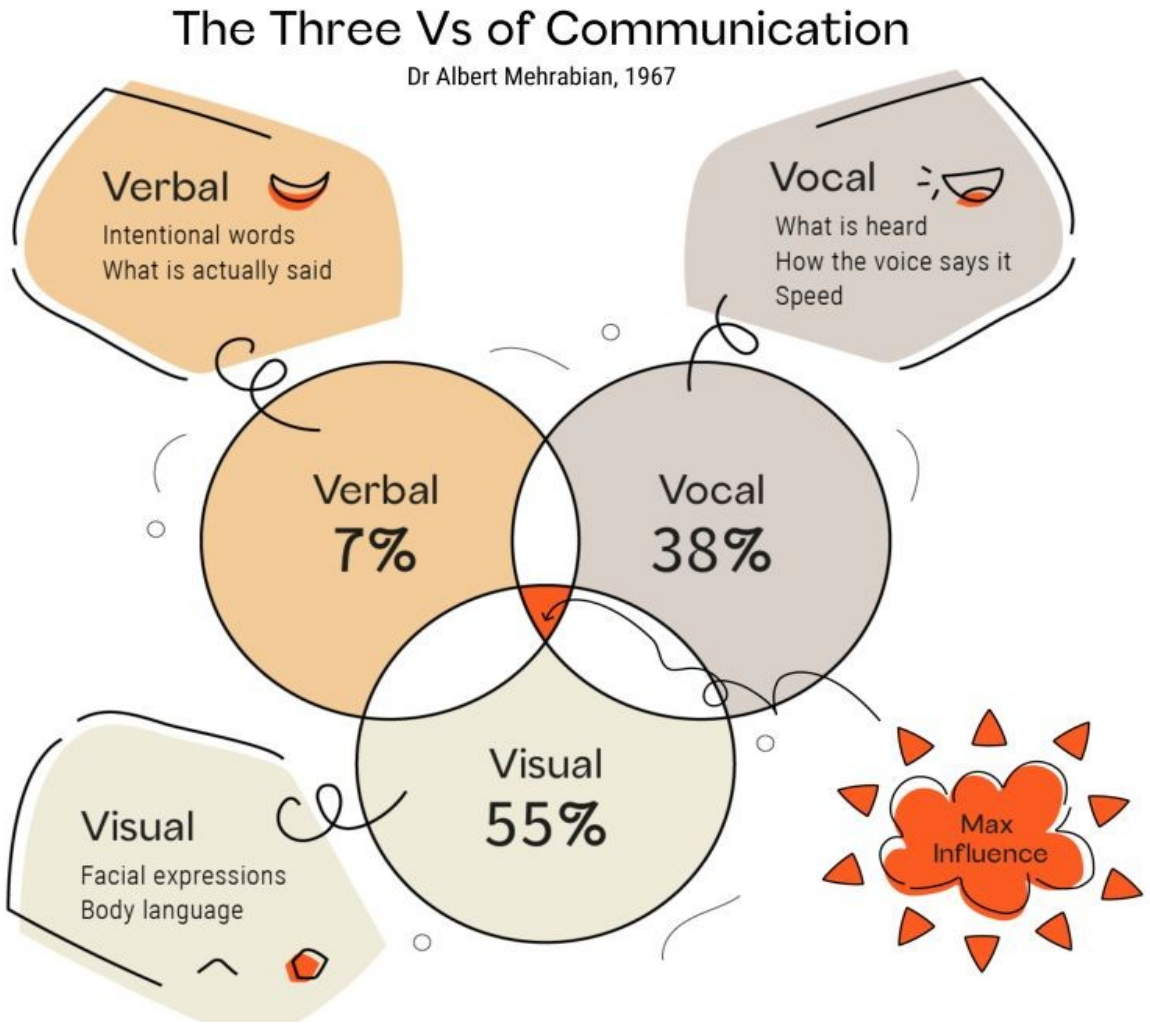
04

BUSINESS ENGLISH

LECTURE 19



□□□□□□□□□□□□□□□□□□□□□□□□ □□□□□□□ Formal □□□□□□□□ □□□□□□□□□□□□□□□□□ □□□□□□□□ Informal □□□□□□□□□□□□□ □□□□□□□□□□□□□ □□□□□□□□□□□□□□□□□□□□


The Three Vs of Communication
Dr Albert Mehrabian, 1967
Verbal
Intentional words
What is actually said
Vocal
What is heard
How the voice says it
Speed
Verbal
7%
Vocal
38%
Visual
55%
Visual
Facial expressions
Body language
Max
Influence

□□□□□□□□□□□□ 3V □□□

□□□□□□□□□□□

STANDARD ENGLISH WRITING STRUCTURE & SENTENCE FORMATS

06

BUSINESS ENGLISH

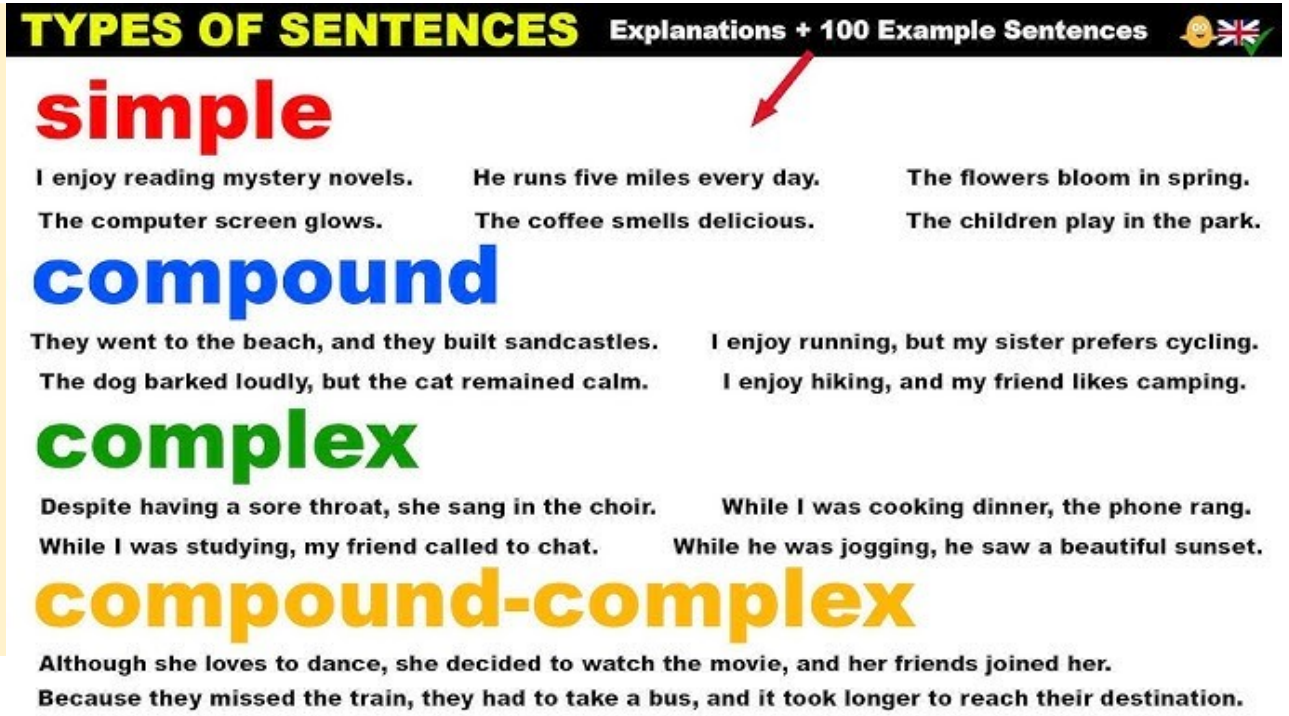
LECTURE 19

□□□□□□□□ - □□□ clause □
□□□□□□□□

1) Independent Clause □□□□□□ □□□□□□
2) Dependent Clause □□□□□□ □□□□□□

□□

3) Simple Sentence □□□□□
4) Compound Sentence □□□□□
5) Complex Sentence □□□□□



EXAMPLE

I love Cat.
I love Cat, but I don't love Dog.
Because Cats are cute, I love them.

TRY TO TYPE THE ANSWER TO THESE 3 QUESTIONS!

Where do you work? □□□□□□□□□
Why do you work there? □□□□□□□□□□□□
Do you like your work? □□□□□□□□□□

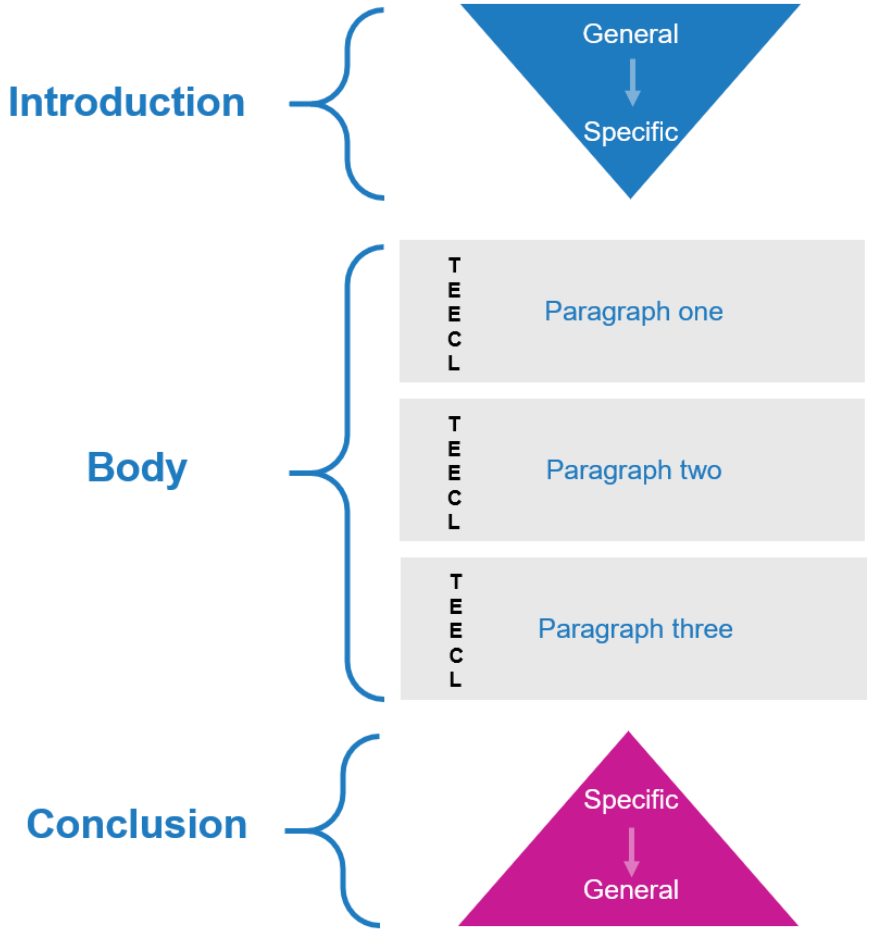
STANDARD ENGLISH WRITING STRUCTURE & SENTENC FORMATS

07

BUSINESS ENGLISH

LECTURE 19

任何语言的文档结构通常都是相同的。英语写作的逻辑与中文或其他语言并没有区别。无论是报告还是文章，都会从标题开始，然后是引言。正文部分包含段落、内容、数据和论点，最后以结论结束，并可能包括摘要、目录和参考文献等附加部分。本节课不会讲解这些写作结构，只是测试大家是否认识与报告或文章写作格式相关的英语词汇。

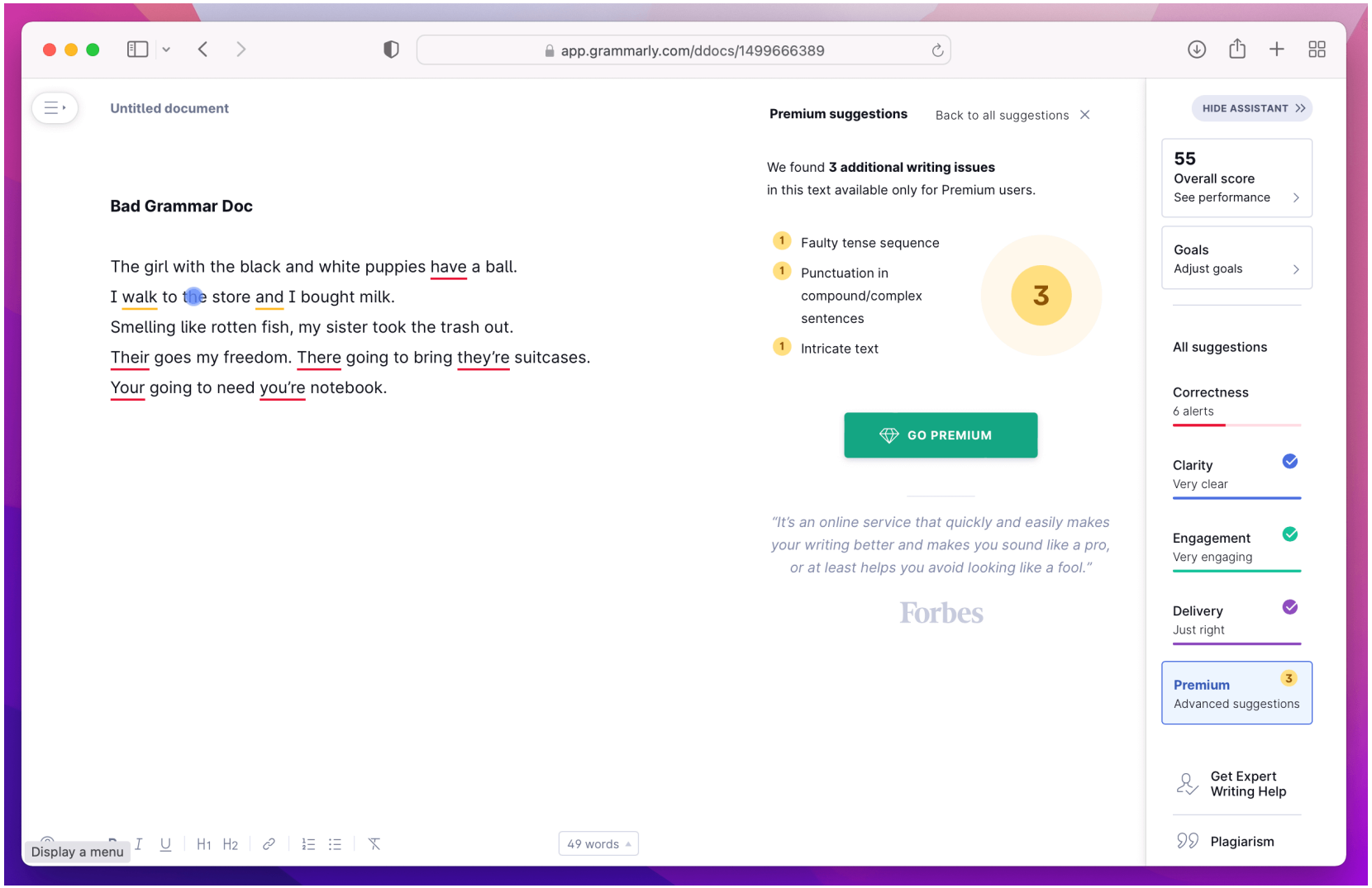


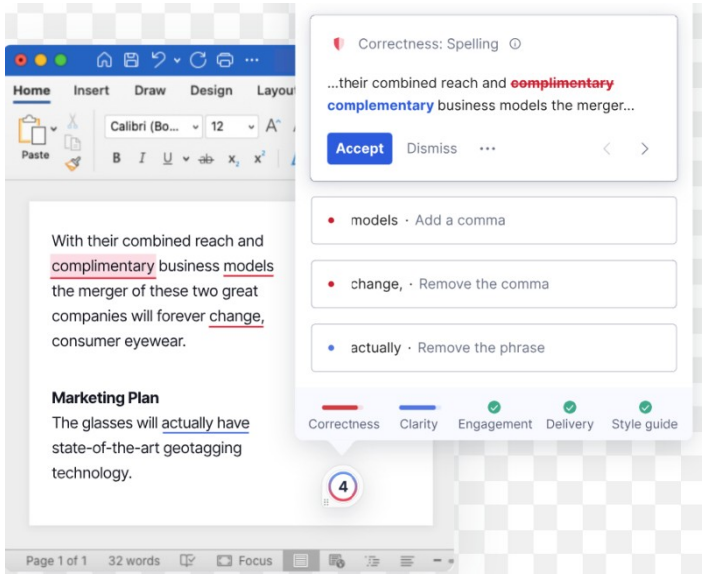
STANDARD ENGLISH WRITING STRUCTURE & SENTENC FORMATS

08

BUSINESS ENGLISH

LECTURE 19





你们会使用这种工具来保证英文写作没有错误吗？我推荐大家使用“Grammarly”。中国有没有类似的工具呢？

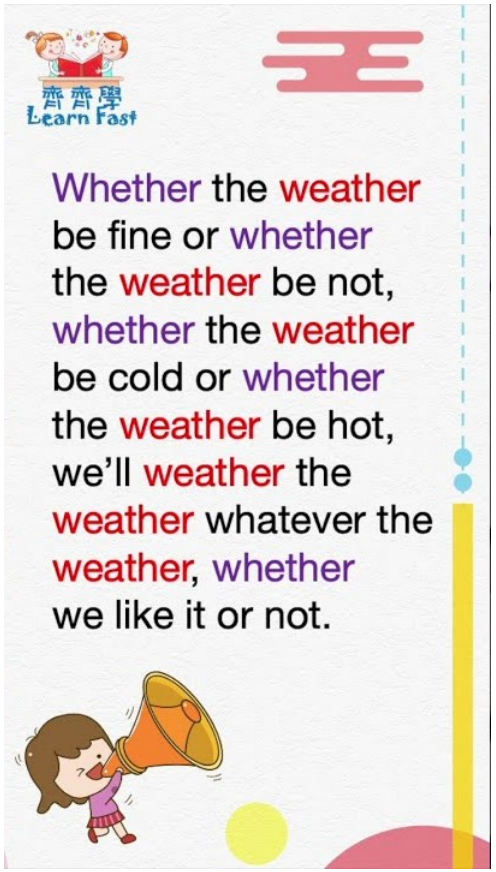
READING & PRONUNCIATION DRILL

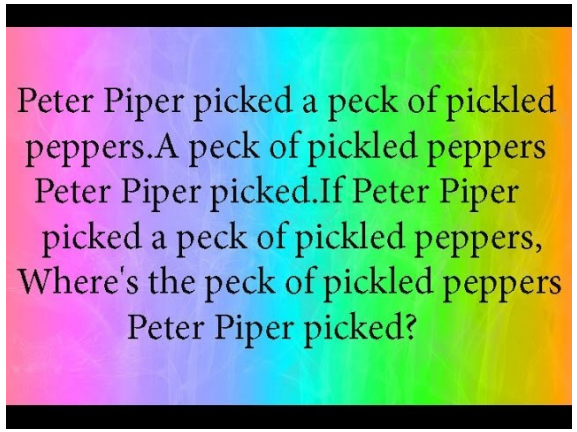
09

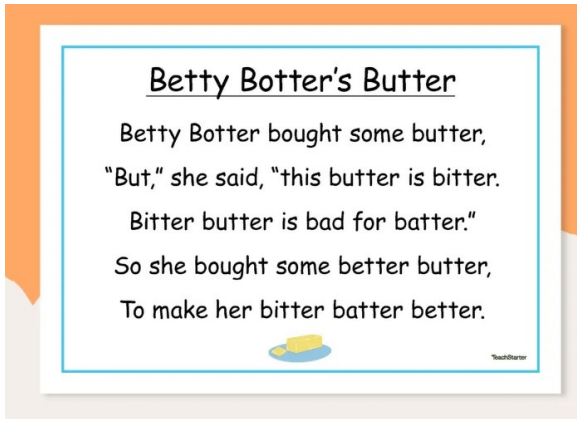
BUSINESS ENGLISH

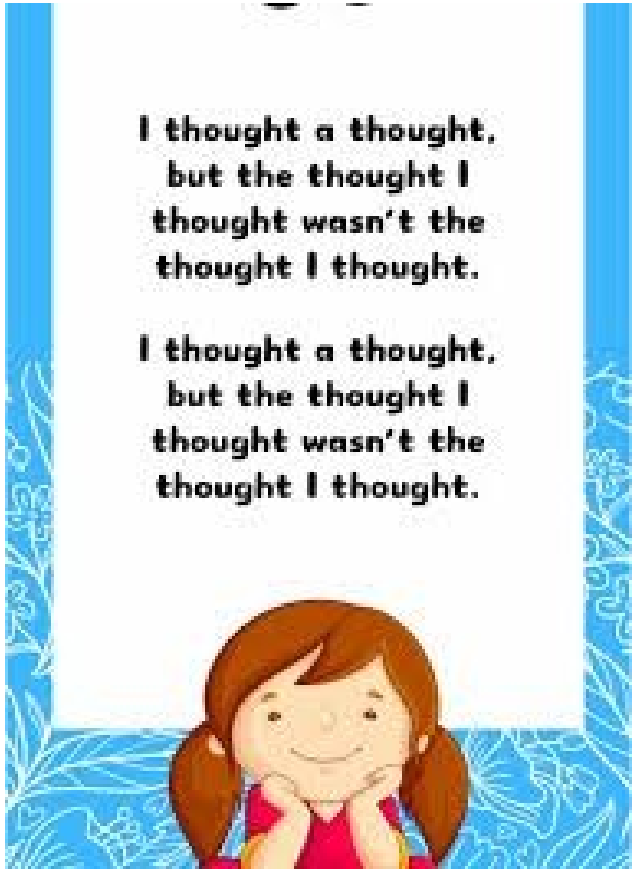
LECTURE 19

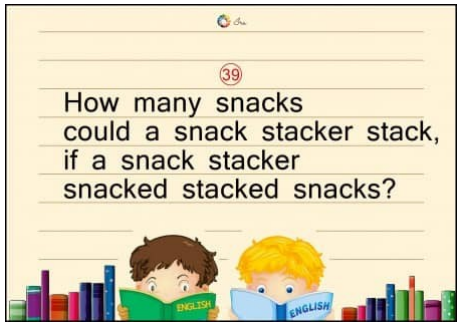
为什么要练习 Tongue Twisters（绕口令）？很多同学在读英语时会紧张、读得很慢，或者发音不清楚。绕口令是一种轻松又有趣的练习方式，可以帮助你放松心情，减少紧张感。在反复练习的过程中，舌头和嘴巴会更灵活，发音会变得更清楚，阅读速度也会自然提高。因为内容有趣，不像考试或正式朗读，练习时更容易坚持，也更敢开口说英语。



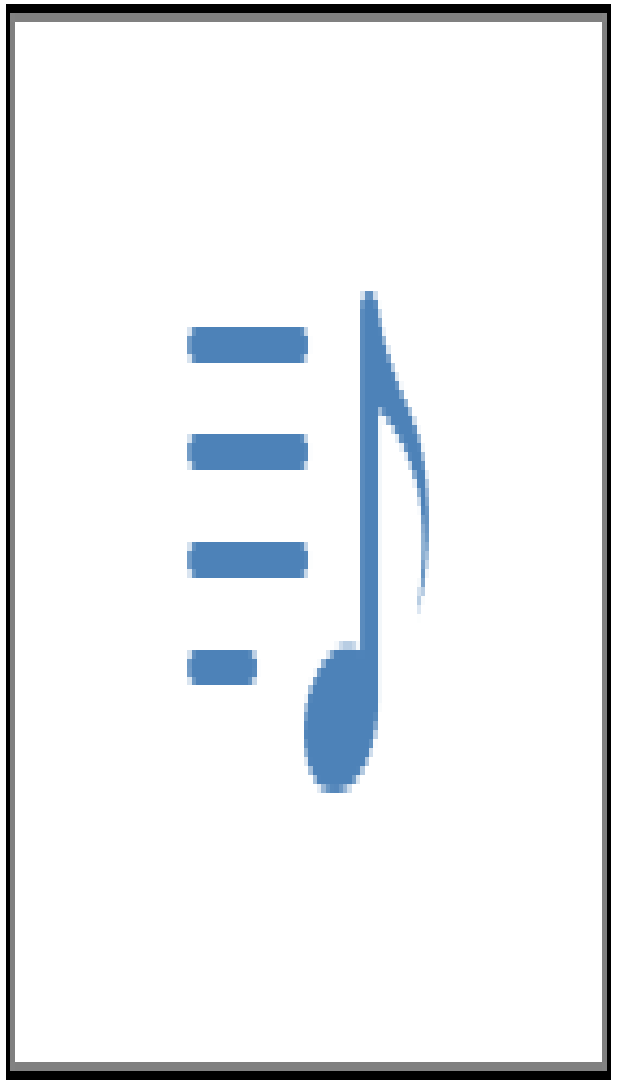








READING & PRONUNCIATION DRILL



下一讲将是您在这门“商务英语讲座系列”中的最后一讲。我们将对所学内容进行最终复习，并通过战略性练习来最好地运用这些课程。我希望在这最后一讲中见到大家，我们可以通过一次综合练习来复习之前的19讲。

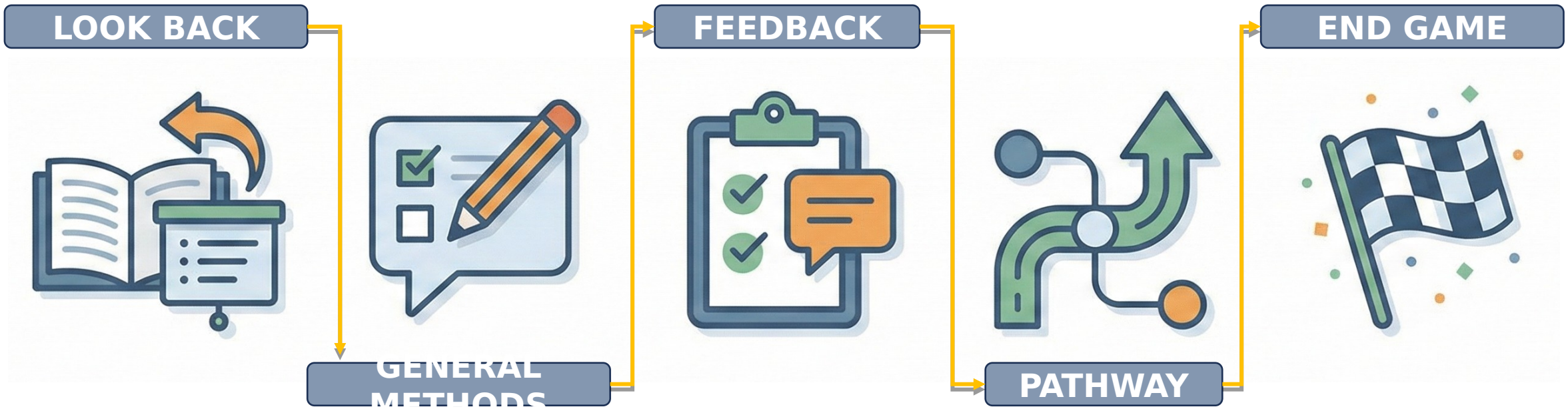
The consistent learners and the correct answerers should be awarded somehow, don't you think so?

坚持学习的同学和答对问题的同学应该得到某种奖励，你不觉得吗？

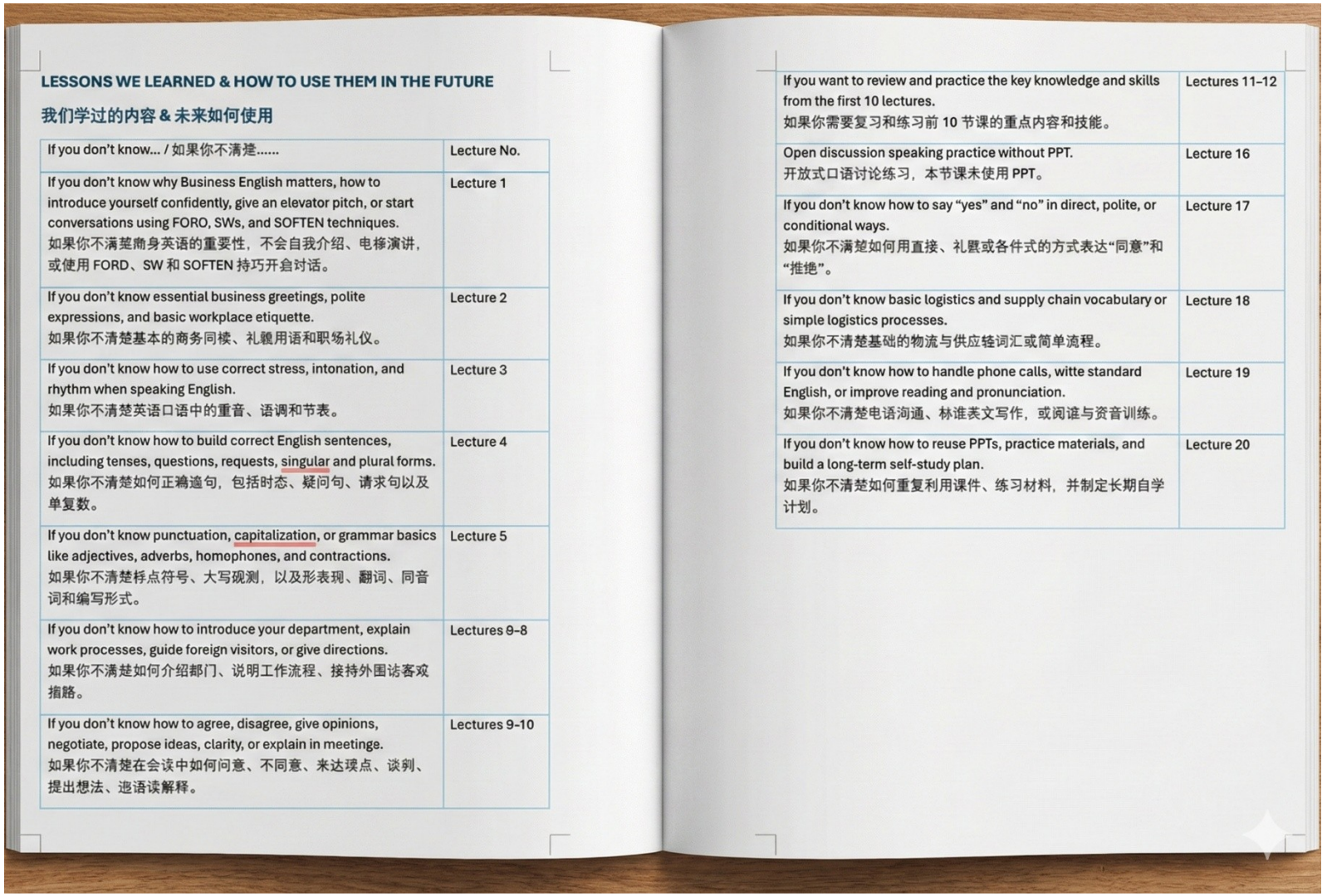
WHAT TO EXPECT IN THIS FINAL LECTURE?

01 BUSINESS ENGLISH

LECTURE 20



今天的课程将带大家回顾我们学过的内容，并重点说明如何在未来有效使用课件（PPT）和练习材料。同时，我会分享通用的英语学习方法、对大家表现的反馈，以及一个清晰的学习与实践方向，最后以轻松有趣的方式结束课程。



LESSONS WE LEARNED & HOW TO USE THEM IN THE FUTURE

我们学过的内容 & 未来如何使用

If you don't know... / 如果你不清楚.....	Lecture No.
If you don't know why Business English matters, how to introduce yourself confidently, give an elevator pitch, or start conversations using FORO, SWs, and SOFTEN techniques. 如果你不清楚商务英语的重要性，不会自我介绍、电梯演讲，或使用 FORD、SW 和 SOFTEN 持巧开启对话。	Lecture 1
If you don't know essential business greetings, polite expressions, and basic workplace etiquette. 如果你不清楚基本的商务问候、礼貌用语和职场礼仪。	Lecture 2
If you don't know how to use correct stress, intonation, and rhythm when speaking English. 如果你不清楚英语口语中的重音、语调和节表。	Lecture 3
If you don't know how to build correct English sentences, including tenses, questions, requests, singular and plural forms. 如果你不清楚如何正确造句，包括时态、疑问句、请求句以及单复数。	Lecture 4
If you don't know punctuation, capitalization, or grammar basics like adjectives, adverbs, homophones, and contractions. 如果你不清楚标点符号、大写规则，以及形表现、翻词、同音词和编写形式。	Lecture 5
If you don't know how to introduce your department, explain work processes, guide foreign visitors, or give directions. 如果你不清楚如何介绍部门、说明工作流程、接持外国诺客戏指路。	Lectures 9–8
If you don't know how to agree, disagree, give opinions, negotiate, propose ideas, clarity, or explain in meetings. 如果你不清楚在会读中如何问意、不同意、来达璞点、谈剜、提出想法、迤语读解释。	Lectures 9–10
If you want to review and practice the key knowledge and skills from the first 10 lectures. 如果你需要复习和练习前 10 节课的重点内容和技能。	Lectures 11–12
Open discussion speaking practice without PPT. 开放式口语讨论练习，本节课未使用 PPT。	Lecture 16
If you don't know how to say "yes" and "no" in direct, polite, or conditional ways. 如果你不满楚如何用直接、礼甥或各件式的方式表达"同意"和"推绝"。	Lecture 17
If you don't know basic logistics and supply chain vocabulary or simple logistics processes. 如果你不清楚基础的物流与供应轻词汇或简单滴程。	Lecture 18
If you don't know how to handle phone calls, witte standard English, or improve reading and pronunciation. 如果你不清楚电语洵通、林谁羡文写作，或阅谊与资音训练。	Lecture 19
If you don't know how to reuse PPTs, practice materials, and build a long-term self-study plan. 如果你不清楚如何重复利用课件、练习材料，并制定长期自学计划。	Lecture 20

IF YOU DON'T KNOW [.....], GO & CHECK THE LECTURE NO. [...]

今后如需复习课堂内容或讲义资料，可根据本文件对照自身需求，选择相应的讲次进行学习

Self-Introduction	自我介绍
Business Greetings & Etiquette	商务问候与礼仪
Speaking Style & Pronunciation	口语风格与发音
Sentence Structures	句型结构
Core Grammar	核心语法
Guiding Foreign Visitors	引导外籍访客
Meetings & Negotiation	会议与谈判
Travel & Business Trips	出差与旅行
Logistics & Supply Chain	物流与供应链
Telephone & Written Communication	电话与书面沟通

总的来说，我的目标是为你提供作为外国公司员工所需的最基本的英语基础知识：自信地介绍自己和你的部门，参加会议，与外国客户沟通，处理电话交谈，出国旅行，以及在日常工作交流中使用基本英语。

conversations, travel abroad, and use basic English for everyday workplace

The method of learning any language is essentially the same. As foreigners, when Chinese teachers teach us Chinese, they usually follow the method below. This is the same method used in English Language Teaching (ELT). I used this method myself, and I want you to follow it when you start learning from the basics with a coach.

□□□□□□□□□□

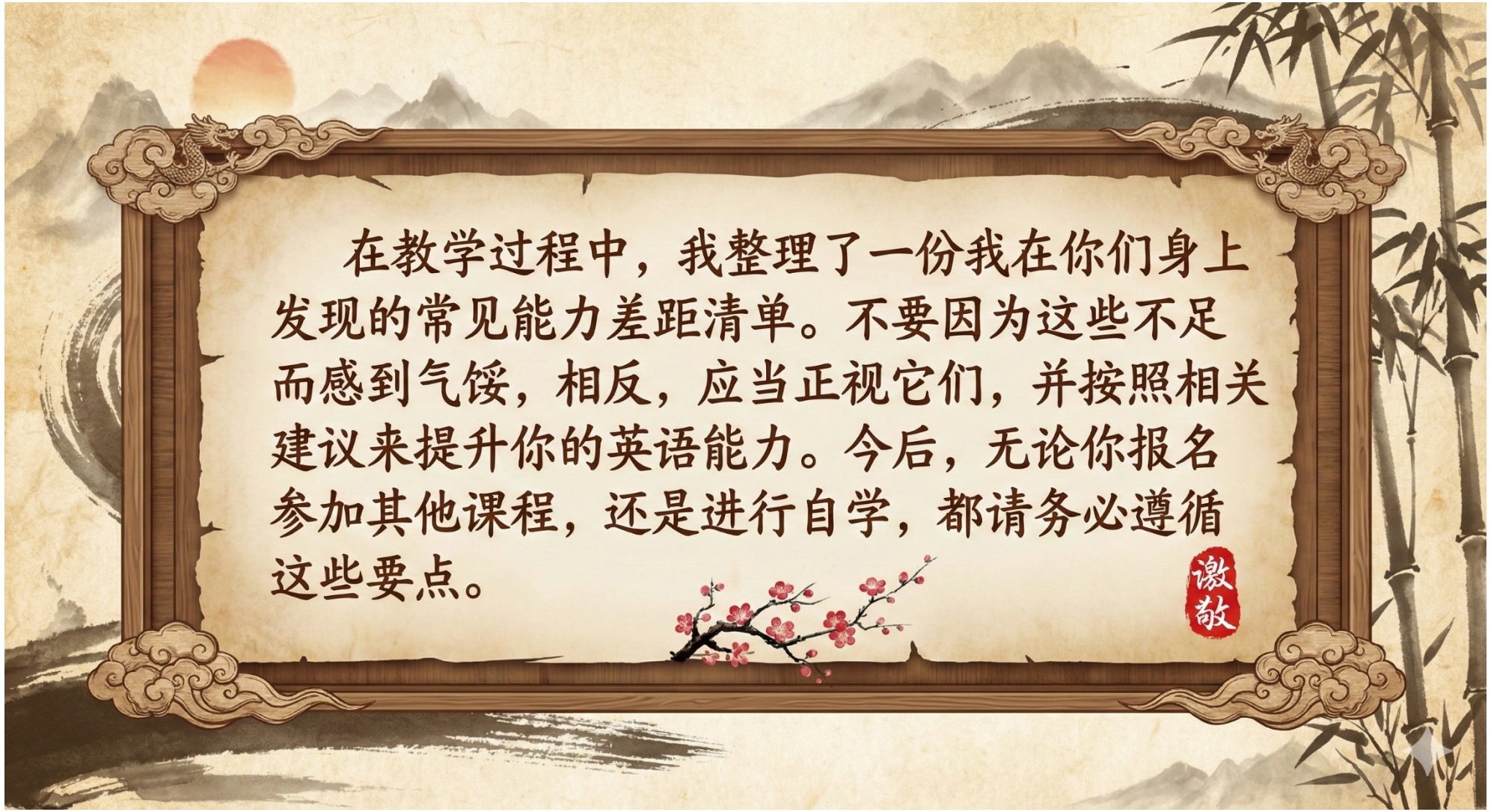
GENERAL METHOD OF LEARNING & PRACTICE
□□□□□□□□□□

Commitment → Learn → Practice → Implement → Improve

□□□□□□□□□□

MY FEEDBACK ABOUT YOUR PERFORMANCE & SOME SUGGESTIONS

□□□□□□□□□□□□□□□□□



MY FEEDBACK ABOUT YOUR PERFORMANCE & SOME SUGGESTIONS

07

BUSINESS ENGLISH

LECTURE 20

□□	□□□□□□□□□□
Attendance & Commitment □□□□□□□ □□□□□ □□□□□□□□□□□□□□□□□	□□□□□□□□□□□□□□□□□

STRATEGIC PATHWAY – LEARN, PRACTICE & IMPLEMENTATION PLAN

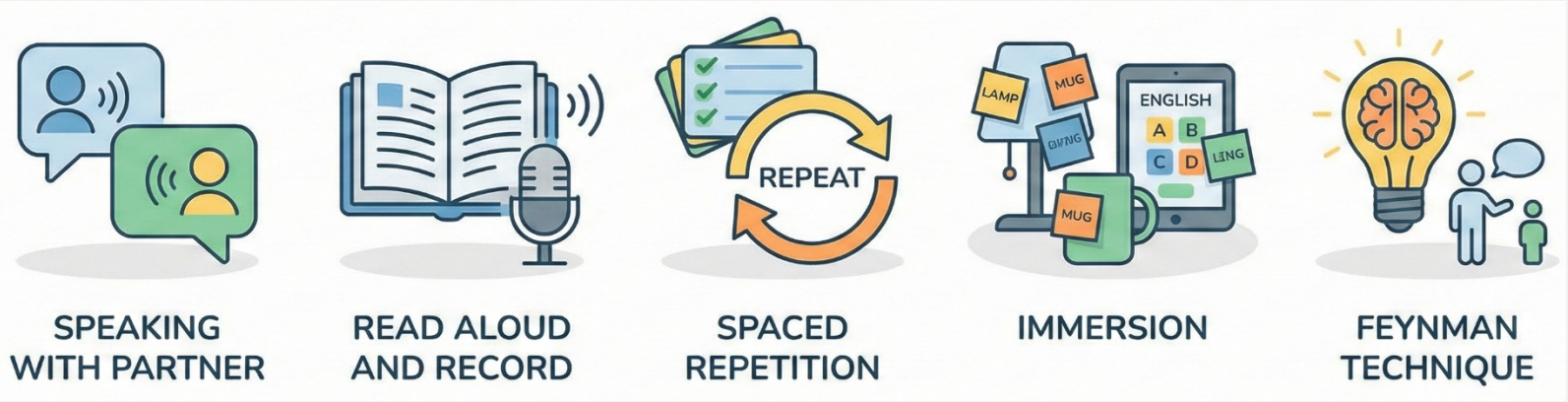
使用这些问题来了解你当前的英语水平、需要掌握的技能以及英语的使用频率。逐步、诚实地回答每个问题，以发现你的优势、薄弱环节和可用资源。思考你能投入多少时间，以及是自学还是跟老师/教练学习。根据你的答案，制定一个适合你的目标、时间安排和学习方式的个人英语学习计划。最后，记住学习英语能带来哪些好处，这样可以在学习过程中保持动力。

SHADOWING □□□□□□□□□□□□□□□□□□□

STRATEGIC PATHWAY – LEARN, PRACTICE & IMPLEMENTATION PLAN

□□□□□□□□□□□□□□□

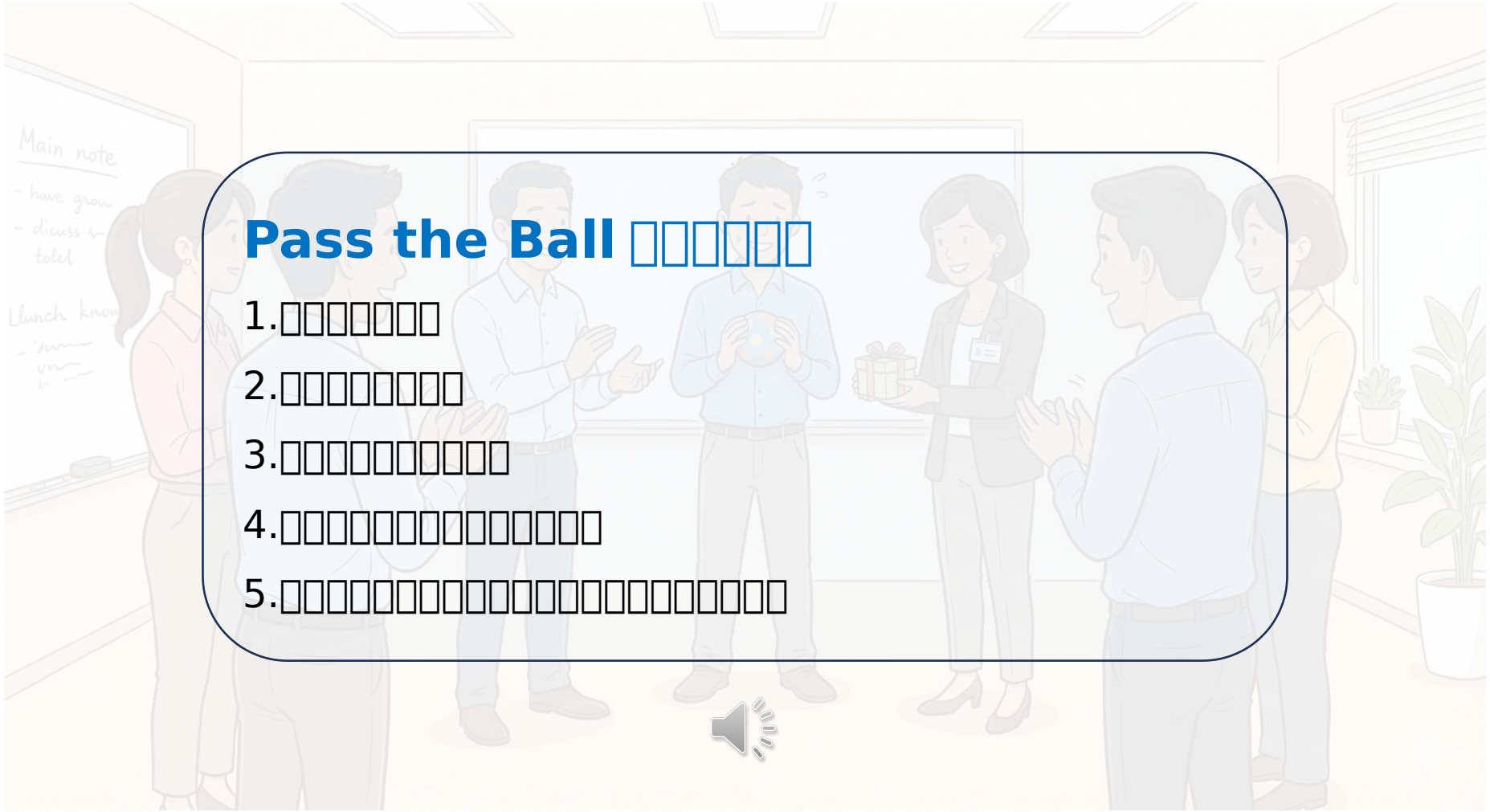
DICTATION □□□□□□□□ □□□□□□□□□□□□□□□



Speaking with Partner: □□ AI □□□□□□□□□□ 1 □ 1 □□□□□□□□□ □□□□□□□□□□□□□□□□□□□□□□□□

Read Aloud and Record: □□□□□□□□□□□□□□□□□□□□

No.	English	Chinese
1	Monday	星期一
2	Coffee	咖啡
3	Meeting	会议
4	Email	电子邮件
5	Customer	客户
6	Manager	经理
7	Money	钱
8	Team	团队
9	Interview	面试
10	Deadline	截止日期
11	Salary	薪水
12	Airport	机场
13	Teacher	老师
14	Lunch	午餐
15	Printer	打印机



Pass the Ball □□□□□□

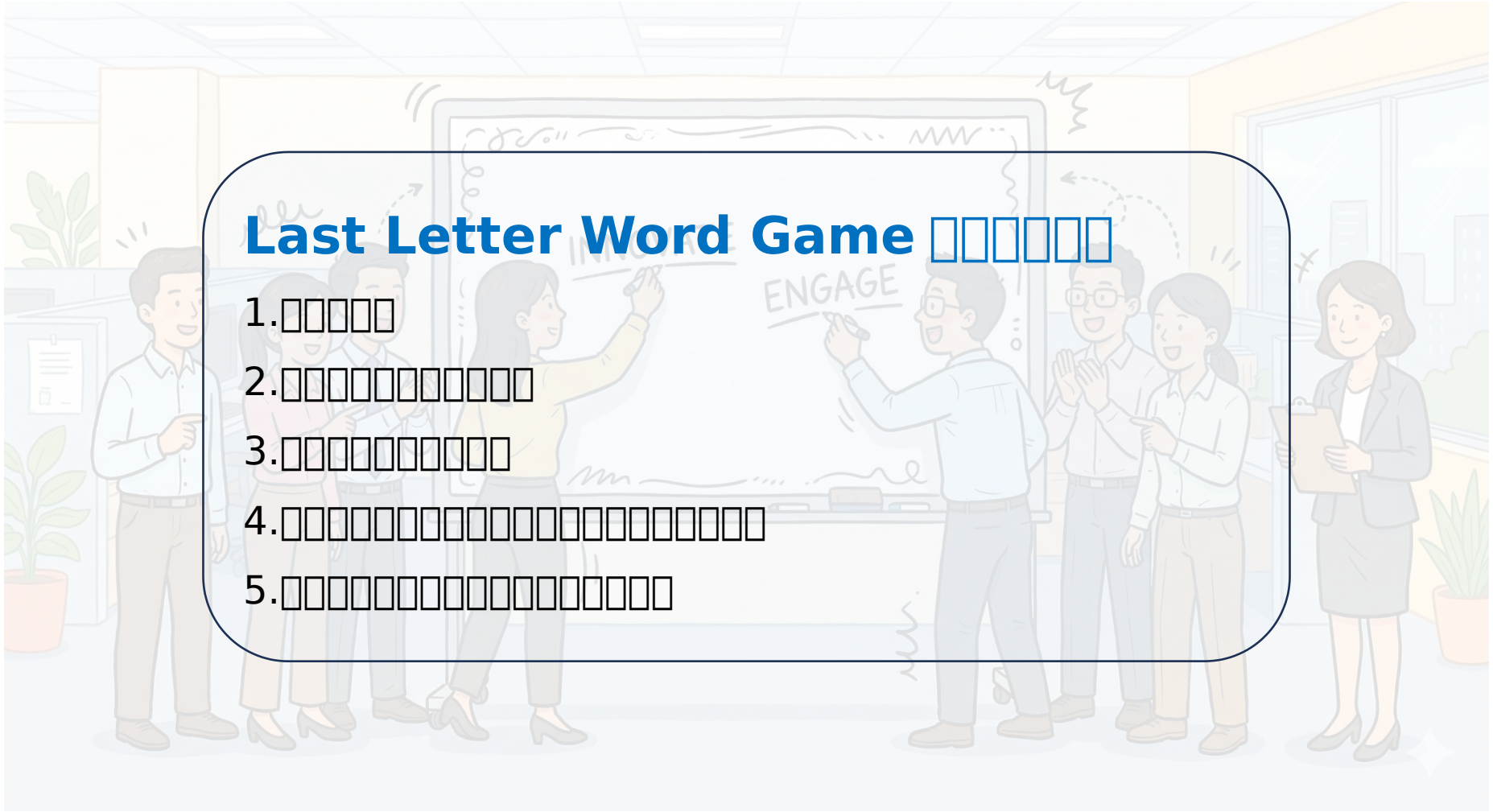
1.□□□□□□□

2.□□□□□□□□

3.□□□□□□□□□□

4.□□□□□□□□□□□□□□

5.□□□□□□□□□□□□□□□□□□□□□□□□



Last Letter Word Game □□□□□□

1.□□□□□

2.□□□□□□□□□□

3.□□□□□□□□□

4.□□□□□□□□□□□□□□□□□□□□

5.□□□□□□□□□□□□□□□□